

6. Do you have any painful joints?

Yes No

Details:

To be completed before the transfer

To and From Gate:

- Passenger Electric Wheelchair
- Qantas Manual Wheelchair
- Passenger Manual Wheelchair
- Passenger Scooter

To and From Gate:

- Assistance by Companion
- Leg Support for Wheelchair
- Assistance by Qantas
- Additional Chest Straps for Wheelchair

Transfer Method

- Self Transfer
- Slide Board
- Eagle Lifter
- Jony Belt
- Sling
- Assistance by Companion
- Assistance by Qantas

Additional information in order to best assist you:
e.g. travel with own cushion

Mobility Aid Information

Mobility Aids must fit within Qantas specified size dimensions.

Refer to qantas.com for size dimension restrictions.

Mobility Aid Type:

Manual Electric

Battery Type:

Gel Cell (dry) Wet Non-Spillable
 Wet Spillable Lithium

What steps are necessary to prevent unintentional operation of your mobility aid during the flight eg use of isolation switch?

Please note: Only wet spillable batteries require disconnection. All other types of batteries should remain connected if power can be isolated by a switch or the control module can be completely removed and carried onboard by the passenger.

Do you have any special instructions for how your mobility aid should be folded, adjusted, assembled or disassembled?

Yes No

(If yes, please explain how this is performed)

Wheelchair Collection:

At oversize baggage At Gate Lounge*
 Other*

**Must be authorised by a Qantas Manager or Supervisor*

If you have any further questions or instructions, please advise our staff as we would like to make your journey as comfortable as possible.

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People First, Safety Always

Your decision to fly with Qantas means a great deal to us. This is why we are pleased to offer assistance from the time you arrive at our check-in counters.

Check-in Times

Passengers with a mobility aid should check-in:

- 60 minutes prior to departure for domestic services; and
- 2 hours prior to departure for international services, departing Australia. This includes domestic sectors of international services. For overseas departure, check with the local Qantas office and add 30 minutes to allow time for the appropriate assistance to be provided.

Passengers who take their mobility aid to the departure gate must be at the departure gate:

- 40 minutes prior to departure for domestic services; and
- 60 minutes prior to departure for international services.

LET US ASSIST YOU

Our commitment to customers with a disability



The following information outlines a number of the services that Qantas offers customers with a disability. Additionally, for customers travelling with mobility aids, we have attached a checklist of questions which will assist us to ensure that your journey is as smooth as possible. This brochure can be accessed and downloaded from qantas.com

General Information

- If you would like assistance during your travel with us, let us know the level of assistance you require at the time of booking.
- If you book via qantas.com, contact your local Qantas office immediately after you have made your booking to advise us of any specific requirements.
- People with a disability generally do not require medical clearance that they are fit for travel. However, if you require more information on whether you require medical clearance, please visit qantas.com or call your local Qantas office.
- At terminals where Qantas operates within Australia and the USA, we provide kerbside assistance, provided that upon arrival at the airport, you are accompanied by someone who can advise Qantas staff that you require assistance kerbside.
- People with a disability will not be allocated an exit row seat due to civil aviation safety regulations.
- Generally, you will be boarded first and provided with an individual safety briefing.
- On arrival, at your request, we can assist you with flight connections and baggage transfer.
- Detailed seat maps are available online via qantas.com

Passengers who are Deaf or Hearing Impaired

- You are not required to notify Qantas if you wish to bring onboard hearing aids, special headsets for use with our in-flight entertainment system, audio receivers or other battery operated assistive listening devices that do not require aircraft power.
- If you plan to bring onboard a transmitting or assistive listening device that requires aircraft power, advise us at the time of booking so that we can check that it is compliant with our safety requirements.
- Advise us whether you lip read or would like staff to use a pen and paper, as we would like to provide you with the best service possible.
- Hearing loops are available in some airport terminals and airport lounges. Signage will be visible to indicate where this is available.
- We provide captioning on selected television programs in some airport terminals and lounges.
- Our standard in-flight headsets are compatible with the t-switch found on most hearing aids. Activate your t-switch to obtain the benefits of this technology.
- We provide subtitles or captioning on some in-flight entertainment programs and movies.

Passengers who are Blind or Vision Impaired

- Safety cards in Braille format are available on most flights. After the Cabin Crew has provided you with a safety briefing, the safety card will be provided to you. Ask the Cabin Crew for this safety card if it is not provided.
- At your request, a Cabin Crew can read the meal menu to you prior to the meal service. The Cabin Crew can also explain where all the food is placed on your tray, where requested.

Carers

- You are not required to travel with a carer unless you have specific requirements. If you need to travel with a carer, you may be eligible for discounted airfares. Read “Travelling with an Escort or Carer” on qantas.com for more information.

Service Dogs

- Service Dogs include Guide Dogs, Hearing Dogs, Mobility Assistance Dogs, Seizure Alert Dogs or any other assistance dog that is trained to assist a person with a disability to alleviate the effects of a disability.
- All Service Dogs carried by Qantas must be appropriately trained by an accredited organisation and require Civil Aviation Safety Authority permission to travel in the aircraft cabin. Assistance dogs trained by CASA approved assistance dog associations have standing CASA permission. Contact your local office to determine whether Qantas needs to seek CASA permission for your assistance dog to travel in-cabin.
- Qantas allows Service Dogs to travel in the aircraft cabin on all domestic and single-sector international flights. United Kingdom quarantine regulations allow Qantas to carry Service Dogs to the United Kingdom, via Singapore or Hong Kong only.
- A Meet and Assist Service can be provided if you need assistance within the airport.
- If you would like to travel with your accredited Service Dog, contact your local Qantas office.

Walking Canes and Frames

- If you have a walking cane or frame, it may be carried in the aircraft cabin where it can be accommodated in the overhead lockers or alternative storage space onboard. If the walking cane or walking frame cannot be accommodated in the overhead lockers or alternative onboard storage space eg non-collapsible walking frames, it will be stowed in the aircraft hold and you can request wheelchair assistance to and from the gate.

Transfer Process to and from the Aircraft

- Under Australian Occupational Health and Safety legislation and in an effort to follow safe transfer methods, our staff are trained in the use of four (4) Qantas Approved Handling Aids.
- If you require a transfer to and from your mobility aid and/or the aircraft seat, we will use the Eagle Lifter in all airports where it is available. Where the Eagle Lifter is not available, we will use the Qantas Approved Handling Aids in your transfer (which include the Sling, Slide Board and/or Jony Belt).
- If your preference is to be transferred using an alternative method, our staff will be unable to assist with such a transfer because they are only trained in the use of Qantas Approved Handling Aids.

Checklist for transfer to and from the aircraft

We would like to ask you some questions in relation to your physical abilities and your mobility aid in order to assist you. Please complete these checklists and return to Qantas staff at check-in.

Passenger Name: _____

To be completed at check-in

1. Are you able to move yourself to/from a wheelchair to/from another chair/seat?

Yes No

If **no**, please answer the following questions.

2. Can you bear weight on your legs and take some steps?

Yes No

If **yes**, we will use the Jony Belt to assist in the transfer. If **no**, we will use the Eagle Lifter. (or if not available, the Sling and/or Slide Board).

3. The Sling can support up to 127kg (280 lbs). Do you think the Sling will be able to support you?

Yes No

4. The Eagle Lifter can support up to 200kg (440 lbs). Do you think the Eagle Lifter will be able to support you?

Yes No

If **no**, the staff member will contact the Customer Service Supervisor for assistance.

5. Do you have any medical aids that we should be aware of e.g. drip, catheter, prosthesis?

Yes No

Details:
