



Qantas Disability Access Facilitation Plan

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Disability Access Facilitation Plan

1. Introduction

- (a) Qantas Airways Limited (**Qantas**) aims to be the airline of choice for passengers with specific needs, by providing a travel experience that is comfortable and hassle free, whilst ensuring the safety of passengers and Qantas staff.
- (b) Qantas values its passengers with specific needs and has invested significant resources into providing additional assistance to passengers with specific needs.
- (c) Qantas actively consults with various disability groups and plays an active role in raising disability awareness amongst our staff and in the community. As part of this, Qantas is a participant in the Aviation Access Forum convened by the Commonwealth Department of Infrastructure and Regional Development.
- (d) Qantas has prepared this Disability Access Facilitation Plan (**Facilitation Plan**) to provide information to its passengers with specific needs and to enable its passengers with specific needs to provide Qantas with the information it needs to make their travel experience with Qantas more enjoyable. To assist passengers, Qantas has, where it would be helpful, tailored the information for the individual specific need(s) of the passenger. This will enable each passenger to access information which is relevant to their particular specific needs.
- (e) The Facilitation Plan provides a summary of Qantas' general approach to the matters set out in the Facilitation Plan. Qantas' ability to provide the specific assistance described in this Facilitation Plan is subject to its operational requirements. Qantas may not always be able to offer the assistance set out in this Facilitation Plan as operational requirements and unforeseen circumstances (such as a bad weather event) might mean that is not possible on occasion.
- (f) As passengers will appreciate, Qantas is bound by civil aviation safety requirements and other regulatory requirements. These requirements also impact on certain of Qantas' procedures described in this Facilitation Plan including the carriage of Service Dogs and seating in exit rows.
- (g) The Facilitation Plan applies to Qantas' operations in Australia. Please note that there are different arrangements for flights to and from the USA because of different regulatory requirements. There are also different arrangements in the various airports around the world to which Qantas aircraft operate. Qantas has not dealt with these arrangements in this Facilitation Plan.
- (h) The Facilitation Plan is provided for information purposes only and does not constitute a contract or representation by Qantas about the assistance that can be provided by Qantas, or the manner in which any assistance can be provided by Qantas. This Facilitation Plan does not form part of a passenger's Conditions of Carriage with Qantas nor the terms and conditions on which Qantas' services are provided. The Facilitation Plan may be varied or replaced from time to time. Please check that you are referring to the most recent edition of the Facilitation Plan.

2. Reservation and Pre-Flight Planning

2.1 Booking a Flight with Qantas

- (a) **Passengers travelling with Mobility Equipment or passengers with limited mobility**

- (i) **Booking Methods**

There are three methods of booking a flight with Qantas for passengers using Mobility Equipment (see definition below) or with limited mobility, booking via:

- (A) the internet on www.qantas.com;
- (B) the [Specific Needs Assistance Line](#) on 1800 177 474; or
- (C) a travel agent.

(ii) **Preferred Booking Method**

Qantas' preferred booking method is via www.qantas.com.

If you book by telephone (instead of booking via the internet) and you advise the Qantas representative that you cannot book via the internet because of your disability, you will not be charged the Booking Fee for booking by telephone.

(iii) **Information Required to be given by a passenger at Booking**

To allow Qantas to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information Qantas will need to know includes:

- (A) if you are travelling with Mobility Equipment and if so, the type of Mobility Equipment you are travelling with.
 - (I) **Mobility Equipment** includes both 'Assistive Devices/Disability Aids' and 'Mobility Aids'.
 - (II) **Assistive Devices and Disability Aids** are a piece of equipment that is used by a person with a disability to provide assistance to alleviate the effects of a disability. This also includes palliative or therapeutic devices.

Examples of Assistive Devices and Disability Aids include any piece of equipment that assists a passenger with a disability in caring for themselves, walking, seeing, hearing, speaking, breathing or carrying out any other major life activity.

Common Assistance Devices or Disability Aids include walking canes, walking frames, rollators, hoists, shower chairs, commodes, inflatable pressure cushions and medical devices (such as respirators and ventilators).

- (III) **Mobility Aids** include but are not limited to:
 - (1) **Battery Powered Mobility Aids** – any mobility aids that are powered by a battery, including battery powered wheelchairs and battery powered scooters/segways, which are used by a passenger with reduced mobility and which are used to alleviate the effects of their reduced mobility; and
 - (2) **Manual Mobility Aids** – any mobility aids that are operated manually (does not contain a battery), including manual wheelchairs and sporting wheelchairs, that are used by a passenger with reduced mobility and which are used to alleviate the effects of their reduced mobility;

- (B) what level of wheelchair assistance, if any, is required.

The levels of wheelchair assistance required are reflected in the recognised IATA codes of WCHR, WCHS and WCHC. An explanation of the special service request (SSR) codes is set out below:

- (I) **WCHR – wheelchair ramp** – this code is used for passengers who:
 - (1) need assistance due to the distance to/from the aircraft (for example, between check-in and the gate);
 - (2) are able to ascend and descend steps unassisted;
 - (3) can make their own way within the aircraft cabin to/from their aircraft seat; and
 - (4) do not travel with a Battery Powered Mobility Aid or Manual Mobility Aid;
 - (II) **WCHS – wheelchair step** – this code is used for passengers who:
 - (1) need assistance due to the distance to/from the aircraft (for example, between check-in and the gate);
 - (2) cannot ascend/descend steps unassisted. If there is no aerobridge available, a QRamp, a high lift vehicle or passenger lifter will be used to assist the passenger between the tarmac and the aircraft door (where possible and available);
 - (3) can make their own way within the aircraft cabin to/from their aircraft seat; and
 - (4) do not travel with a Battery Powered Mobility Aid or Manual Mobility Aid but may travel with an Assistive Device or Disability Aid (such as a walking frame, cane, crutches or rollator); and
 - (III) **WCHC – wheelchair cabin** – this code is used for passengers who:
 - (1) need assistance due to the distance to/from the aircraft (for example, between check-in and gate);
 - (2) cannot ascend/descend steps unassisted. If there is no aerobridge available, a QRamp, a high lift vehicle or passenger lifter will be used to assist the passenger between the tarmac and the aircraft door (where possible and available);
 - (3) are immobile within the aircraft cabin and may require assistance/transfers with transfer into/out of the aircraft seat; and
 - (4) travel with a Battery Powered Mobility Aid or a Manual Mobility Aid (such as a manual or battery powered wheelchair);
- (C) if you are travelling with any type of Mobility Equipment;

- (D) the dimensions for the width, height and length (in adjusted or disassembled state) and the weight of the Mobility Equipment. There are limitations on the size of Mobility Equipment that can be carried on some aircraft (for example, because of the size of the cargo door for the aircraft). For further information about these limitations, please see **section 7.6(a)**;
- (E) whether you want the Mobility Equipment to be carried in the aircraft cabin (if this is possible or available) or checked-in;
- (F) where you would prefer to transfer from your Mobility Equipment – ie, at the check-in or the gate (if this is possible or available);
- (G) if you are travelling with a Battery Powered Mobility Aid, you must confirm what type of battery is used, ie, lithium, non spillable (sealed lead acid, gel cell, dry cell), or spillable battery. Dangerous goods approval is required for the carriage of Battery Powered Mobility Aids. As part of this, you must provide certain information to Qantas prior to travel. This includes the battery type of the wheelchair – eg, for wheelchairs with lithium ion batteries a material safety data sheet and current test certificate must be provided to Qantas to ensure that the battery or batteries are compliant with global standards. For further information about batteries see **section 7.6(b)**;
- (H) whether the Mobility Equipment is collapsible;
- (I) whether any medical assistance will be required. You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance). For further information see **section 2.4** about medical clearance requirements; and
- (J) whether you are travelling alone or with an assistant or carer. For further information see **section 2.5** about carer requirements.

A useful checklist for the information you will need to provide is contained in Qantas' 'Let Us Assist You' brochure on www.qantas.com. Alternatively, call the [Specific Needs Assistance Line](#) to be provided with a copy. The brochure provides a summary of useful information for you, as well as information that you are likely to be asked at booking and/or on the day of travel.

If you do not provide advance notice of your specific needs, Qantas will seek to offer you the same level of assistance. However, depending on operational requirements, Qantas may or may not be able to accommodate you if you have not provided advance notice of your specific needs and, depending on your particular circumstances, it may not be possible to carry you on your scheduled flight.

If your travel includes a transit, we may suggest that your transit time be extended in order to facilitate the transfer of your Mobility Equipment (if any).

You should ensure that you have sufficient time between connecting flights having regard to your specific needs and the level of assistance required. If you require assistance with this, please contact the [Specific Needs Assistance Line](#).

(iv) **How to provide information about your specific needs**

- (A) If you Book by the internet www.qantas.com

Contact the [Specific Needs Assistance Line](#) on 1800 177 474 immediately after you have made your booking to advise Qantas of your specific arrangements.

(B) If you book via the [Specific Needs Assistance Line](#), you can provide information about your specific arrangements to the Sales Consultant who makes your booking.

(C) If you book by travel agent

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant International Air Transport Association (**IATA**) codes.

We recommend that you confirm with the travel agent that your specific needs have been correctly recorded by Qantas.

We also recommend contacting the [Specific Needs Assistance Line](#) to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

(b) **Passengers who are blind or have a vision impairment (see section 2.1(d) for information about passengers travelling with a Service Dog)**

(i) **Booking Methods**

There are three methods of booking a flight with Qantas for passengers who are blind or have a vision impairment, booking via:

(A) the internet on www.qantas.com;

(B) the [Specific Needs Assistance Line](#) on 1800 177 474; or

(C) a travel agent.

(ii) **Preferred Booking Method**

Qantas' preferred booking method is via www.qantas.com.

If you book by telephone (instead of booking via the internet) and you advise the Qantas representative that you cannot book via the internet because of your disability, you will not be charged the Booking Fee for booking by telephone.

(iii) **Information Required to be given by a passenger at Booking**

To allow Qantas to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information we will need to know includes:

(A) that you are blind, have a vision impairment or mobility impairment (as it impacts on seating allocation);

(B) what assistance or services you would like Qantas to provide (where possible). You can request Meet and Assist Services from check-in to the gate, and from gate to baggage claim, and Braille safety instructions. You will also be provided with a personal pre-flight safety briefing and pre-boarding;

(C) whether any medical assistance will be required. You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance). For further information see **section 2.4** about medical clearance requirements; and

- (D) whether you are travelling alone or with an assistant or carer. For further information see **section 2.5** about carer requirements.

If your travel includes a transit, we may suggest that your transit time to be extended in order to facilitate your transfers.

You should ensure that you have sufficient time between connecting flights having regard to your specific needs and the level of assistance required. If you require assistance with this, please contact the [Specific Needs Assistance Line](#).

If you do not provide advance notice of your specific needs, Qantas will seek to offer you the same level of assistance. However, depending on operational requirements, Qantas may or may not be able to accommodate you if you do not provide advance notice of your specific needs. This should not affect your ability to travel on your scheduled flight, but may affect the assistance we are able to provide.

(iv) **How to provide information about your specific needs**

- (A) If you Book by the internet www.qantas.com
Contact the [Specific Needs Assistance Line](#) on 1800 177 474 immediately after you have made your booking to advise Qantas of your specific arrangements.

- (B) If you book via the [Specific Needs Assistance Line](#), you can provide information about your specific arrangements to the Sales Consultant who makes your booking.

- (C) If you book by travel agent
You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.
We recommend that you confirm with the travel agent that your specific needs have been correctly recorded by Qantas.
We also recommend contacting the [Specific Needs Assistance Line](#) to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

(c) **Passengers who are deaf or have a hearing impairment**

(i) **Booking Methods**

There are three methods of booking a flight with Qantas for passengers who are deaf or have a hearing impairment, booking via:

- (A) the internet on www.qantas.com
(B) the National Relay Service (NRS):
(I) For TTY users phone 133 677 (or +61 3 4313 7692 if calling from outside Australia)
(II) Voice Relay (formerly Speak and listen) users phone 1300 555 727 (or + 61 3 4313 7690 if calling from outside Australia).

You must be [registered](#) with the National Relay Service to access their service.

When in contact with the NRS, ask for the [Specific Needs Assistance Line](#) telephone number, 1800 177 474 (or +61 2 9067 7701 from outside Australia). The NRS is available 24 hours a day, 7 days a week; or

(C) a travel agent.

(ii) **Preferred Booking Method**

Qantas' preferred booking method is via www.qantas.com.

If you book by telephone (instead of booking via the internet) and you advise the Qantas representative that you cannot book via the internet because of your disability, you will not be charged the Booking Fee for booking by telephone.

(iii) **Information Required to be given by a passenger at Booking**

To allow Qantas to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information we will need to know includes:

- (A) that you are deaf or have a hearing impairment (as it impacts on seating allocation);
- (B) what assistance and services you would like Qantas to provide (where possible). You can request Meet and Assist Services from check-in to the gate, and from gate to baggage claim, pre-flight safety briefing and pre-boarding;
- (C) whether any medical assistance will be required. You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance). For further information see **section 2.4** about medical clearance requirements; and
- (D) whether you are travelling alone or with an assistant or carer. For further information see **section 2.5** about carer requirements.

If your travel includes a transit, we may suggest that your transit time be extended in order to facilitate your transfers.

You should ensure that you have sufficient time between connecting flights having regard to your specific needs and the level of assistance required. If you require assistance with this, please contact the [Specific Needs Assistance Line](#).

If you do not provide advance notice of your specific needs, Qantas will seek to offer you the same level of assistance. However, depending on operational requirements, Qantas may or may not be able to accommodate you if you do not provide advance notice of your specific needs. This should not affect your ability to travel on your scheduled flight, but may affect the assistance we are able to provide.

(iv) **How to provide information about your specific needs**

- (A) If you Book by the internet www.qantas.com
Contact the [Specific Needs Assistance Line](#) on 1800 177 474 immediately after you have made your booking to advise Qantas of your specific arrangements.
- (B) If you book by telephone (via the National Relay Service)
You can provide information about your specific arrangements to the Sales Consultant who makes your booking.

- (C) If you book by travel agent

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.

We recommend that you confirm with the travel agent that your specific needs have been correctly recorded by Qantas.

We also recommend contacting the [Specific Needs Assistance Line](#) (via the National Relay Service) to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

(d) **Passengers travelling with Service Dogs**

(i) **Booking Methods**

There are three methods of booking a flight with Qantas for passengers travelling with approved Service Dogs (**see section 8.4** for application process), booking via:

- (A) the internet on www.qantas.com;
- (B) the [Specific Needs Assistance Line](#) on 1800 177 474; or
- (C) a travel agent.

(ii) **Preferred Booking Method**

Qantas' preferred booking method is via the [Specific Needs Assistance Line](#).

If you book by telephone when travelling with a Service Dog, you will not be charged the Booking Fee.

(iii) **Information Required to be provided by passenger at every Booking**

To allow Qantas to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of each booking.

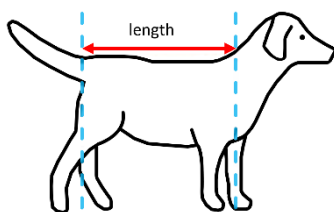
If you do not advise us in advance of travel that you wish to travel with a Service Dog in the aircraft cabin and obtain any necessary approvals, you may not be able to travel on your intended flight with the dog.

Key information Qantas will need to know about you and the Service Dog at the time of booking includes:

- (A) that you are proposing to travel with a Service Dog or Service Dog Under Training;
- (B) the **name** of the **Handler or Accompanying Trainer**;
- (C) the **name** of the **Service Dog**;
- (D) **type** of **Service Dog** (ie, Guide Dog, Hearing Dog or Assistance Dog);
- (E) the **weight** of the Service Dog.

The Service Dog must not exceed 45kgs. If the dog exceeds 45kgs, the dog cannot be carried in the aircraft cabin. Qantas reserves the right to weigh a dog at check-in, in the airport or onboard the flight as required;

- (F) the **length** of the Service Dog (from neck to tailbone) as follows:



In order to travel in the aircraft cabin, your Service Dog must not exceed the applicable length limit for the operating aircraft cabin, as determined by Qantas during the application and booking process.

In addition, some restrictions may apply in premium cabins, subject to aircraft type and configuration. Please contact the [Specific Needs Assistance Line](#) for further information.

Qantas reserves the right to measure a dog at check-in, at the airport or onboard the flight as required;

- (G) the **name of the training organisation or trainer** of the Service Dog (eg, Assistance Dogs Australia);
- (I) what assistance and services you would like Qantas to provide (where possible). You can request Meet and Assist Services from check-in to the gate, and from gate to baggage claim, pre-flight safety briefing and pre-boarding;
- (J) whether any medical assistance will be required. You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance). For further information see **section 2.4** about medical clearance requirements; and
- (K) whether you are travelling alone or with an assistant or carer. For further information see **section 2.5** about carer requirements.

You must provide the above information to Qantas for every booking as unfortunately this information cannot be retained in our booking systems.

(iv) **How to provide information about your specific needs**

- (A) If you Book by the internet www.qantas.com
Contact the [Specific Needs Assistance Line](#) on 1800 177 474 immediately after you have made your booking to confirm that you intend to travel with a Service Dog and to provide the necessary information for you and your dog (see **section 2.1(d)(iii)** above). You may also need to complete and return an [Application Form](#) (see **section 8.4**).
- (B) If you book via the [Specific Needs Assistance Line](#), you can provide information about your specific arrangements to the Sales Consultant who makes your booking. You must confirm that you intend to travel with a Service Dog and provide the necessary information for you and your dog (see **section 2.1(d)(iii)** above). You may also need to complete and return an [Application Form](#) (see **section 8.4**).
- (C) If you book by travel agent

You must provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.

Your travel agent must confirm with Qantas that you intend to travel with a Service Dog and provide the necessary information for you and your dog (see **section 2.1(d)(iii)** above). You may also need to complete and return an [Application Form](#) (see **section 8.4**).

We recommend that you confirm with the travel agent that your specific needs have been correctly recorded by Qantas.

We also recommend contacting the [Specific Needs Assistance Line](#) to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

(D) **International Bookings**

There are additional requirements for the carriage of Service Dogs on all international flights operated by Qantas. If you are travelling with another airline, you must check their arrangements for the carriage of Service Dogs.

Most countries that Qantas operates to have strict animal import regulations which must be adhered to. It is strongly recommended that these requirements are checked with the relevant local authorities before making your booking. You should ensure that any requirements stipulated at transit ports and your country of origin are also checked prior to booking.

The [International Travel Declaration Form](#) will provide further detail about additional requirements and will need to be completed at least 14 days prior to departure.

Service Dogs Under Training are not permitted for carriage in the aircraft cabin on international flights operated by Qantas.

(e) **Passengers who require supplemental therapeutic oxygen**

Qantas can organise for the supply of oxygen cylinders onboard the aircraft if the use of oxygen is required by the passenger during the flight. Passengers travelling domestically within Australia may provide their own oxygen but certain conditions apply. Oxygen concentrators can also be used but the make and model number must be authorised by Qantas prior to travel for use in the aircraft cabin.

Oxygen must be requested preferably at least 14 days in advance of travel because, for example, oxygen may need to be arranged, Qantas Engineering may need to approve the oxygen cylinder and Qantas may need to arrange for the oxygen to be on the aircraft you are flying on.

Please note that extra handling charges apply for carriage of oxygen.

(i) **Booking Methods**

There are three methods of booking a flight with Qantas for passengers who require oxygen, booking via:

- (A) the internet on www.qantas.com;
- (B) the [Specific Needs Assistance Line](#) on 1800 177 474; or
- (C) a travel agent.

(ii) **Preferred Booking Method**

Qantas' preferred booking method is via www.qantas.com

If you book by telephone (instead of booking via the internet) and you advise the Qantas representative that you cannot book via the internet because of your disability, you will not be charged the Booking Fee for booking by telephone.

(iii) **Information Required to be given by a passenger at Booking**

To allow Qantas to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information Qantas will need to know includes:

- (A) that you are travelling with or require oxygen during the flight;
- (B) the rate of oxygen you require;
- (C) what oxygen or oxygen concentrator you intend to carry and/or you require;
- (D) whether you are travelling alone or with an assistant or carer.

Passengers requiring supplemental therapeutic oxygen are required to complete a Travel Clearance Form (see **section 2.4** for further details).

If your travel includes a transit, we may suggest that your transit time to be extended in order to facilitate your transfers.

You should ensure that you have sufficient time between connecting flights having regard to your specific needs and the level of assistance required. If you require assistance with this, please contact the [Specific Needs Assistance Line](#).

If you do not provide sufficient advance notice of your requirement for oxygen and arrange for approvals, Qantas will try to assist you, but there is no guarantee that you will be able to travel on your scheduled flight.

(iv) **How to provide information about your specific needs**

- (A) If you Book by the internet www.qantas.com
Contact the [Specific Needs Assistance Line](#) on 1800 177 474 immediately after you have made your booking to confirm your specific arrangements.
- (B) If you book via the [Specific Needs Assistance Line](#)
You can provide information about your specific arrangements to the Sales Consultant who makes your booking.
- (C) If you book by travel agent
You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.
We recommend that you confirm with the travel agent that your specific needs have been correctly recorded by Qantas.
You can check your booking by contacting the [Specific Needs Assistance Line](#) to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

2.2 Group Bookings

- (a) A group is any party larger than ten passengers.
- (b) Generally, Group bookings can be completed in the same way as set out in **section 2.1**.

- (c) However, there are additional requirements for group bookings including that:
 - (i) depending on the aircraft type, we may need to consider additional arrangements in relation to the Cabin Crew/WCHC (see **section 7.3(a)(iii)**) passenger ratio and also any limits on the number of Battery Powered Mobility Aids or Manual Mobility Aids that can be carried due to cargo space restrictions and other operational requirements; and
 - (ii) group bookings must be made as soon as possible and at least 24 hours before the departure time of the flight.
- (d) You should call **13 26 24** to make enquiries about group bookings prior to making any booking.

2.3 Seating Allocation for passengers with specific needs

- (a) As part of Qantas' seating allocation system, pre-flight editing ensures that the appropriate seats are allocated to passengers with specific needs (where possible).
- (b) Passengers can request particular seating requirements referable to their particular specific needs, preferably at the time of making a booking, or otherwise at check-in. Where possible, Qantas will attempt to accommodate seating requests. In considering seat requests, Qantas must comply with civil aviation and safety requirements.
- (c) Please confirm or request your preferred seat at booking and at check-in (for example, if you have a hearing impairment and would prefer to be seated on the right-side of the aircraft so that your better ear is closer to the aisle). Please also note that in the event that a passenger wishes to change flights at short notice or there are disruptions or cancellations it may not be possible to accommodate all seating requests or preferences.
- (d) Qantas allocates passengers with specific needs in accordance with the following general principles (where possible and available):
 - (i) passengers with specific needs are not seated in the exit rows (due to Civil Aviation Safety Authority (**CASA**) requirements);
 - (ii) ensuring, where possible, that aisle seats with moveable armrests are allocated to passengers with mobility impairments;
 - (iii) where a passenger requires an Eagle Hoist/Lifter (where available), allocating an aisle seat on the right-hand side of the aircraft seating due to the functionality of the Eagle Hoist/Lifter;
 - (iv) in Economy Class, blocking seats next to passengers travelling with Service Dogs where there is a seat available. For passengers travelling in Premium Cabins, appropriate seating arrangements will be confirmed at the time of booking;
 - (v) where the passenger has advised Qantas in advance that they are travelling with an assistant or carer and where possible, ensuring the assistant or carer sits adjacent to or near the passenger with specific needs. Carers must be seated in the same class as the passenger;
 - (vi) where there is an accessible toilet available on the aircraft, the pre-flight editing will automatically seat passengers with specific needs near the accessible toilet. See **section 9.3(f)** for more information about toilets (including accessible toilets);
 - (vii) in accordance with their preferred seating requirement (where possible and available) – for example, allocating a passenger with a hearing impairment a seat on the right-hand side of the aircraft so that better ear is closer to the aisle or allocating a window seat to a passenger who can self-transfer between their aircraft seat and aisle wheelchair.

2.4 Medical Clearances (MEDA Clearance)

- (a) If you are ill or injured and are travelling or returning home for treatment or rehabilitation, a medical clearance may be required. A medical clearance helps Qantas to ensure your comfort, health and safety, and facilitates the provision of any specialised equipment or assistance that may be necessary or available.

(i) **When is a medical clearance required?**

A medical clearance is required in the following circumstances:

- (A) if you or your doctor are unsure about your fitness to travel;
- (B) if you require supplemental therapeutic oxygen;
- (C) if you require medical equipment in flight for example, a stretcher, humidicrib, ventilators, defibrillators or oxygen concentrator; or
- (D) if you have a medical condition that meets the criteria listed in detail in the [Travel Clearance Form](#).

Information regarding medical support equipment, (including CPAP devices) authorised for use on Qantas aircraft can be found at qantas.com.

(<https://www.qantas.com.au/infodetail/flying/beforeYouTravel/medical-support-equipment.pdf>)

Note: passengers travelling with Continuous Positive Airways Pressure (CPAP) devices do **NOT** generally need a medical clearance. Passengers must obtain Qantas' prior approval to carry a CPAP in the aircraft cabin. Arrangements can be made by downloading and completing the [CPAP Clearance Form](#) and faxing it to Qantas Customer Specific Needs on +61 2 9490 1830 or by email at specialhandling@qantas.com.au.

(ii) **Travel Clearance Form**

If medical clearance is required, your medical practitioner will need to complete a Travel Clearance Form. A copy of the form can be requested from the [Specific Needs Assistance Line](#) or found at qantas.com.

(<http://www.qantas.com.au/infodetail/flying/beforeYouTravel/mediform.pdf>)

Once completed, the form should be faxed to Qantas Customer Specific Needs on +61 2 9490 1830 or by email to specialhandling@qantas.com.au for assessment in consultation with Qantas Medical Services, up to 72 hours (three days) before travel.

If you do not provide the properly completed Travel Clearance Form to Qantas prior to 72 hours (three days) before travel, you may not be able to fly on your scheduled flight.

2.5 Travelling with an Assistant or Carer

(a) **When is an assistant or carer required to travel with you?**

In certain circumstances, Qantas requires an assistant or carer to accompany passengers who are unable to do certain things for themselves during a flight.

An assistant or carer will be needed if:

- (i) the passenger is unable to self-toilet;
- (ii) the passenger needs or wants to eat and drink during the course of the flight but is unable to do so without assistance; or
- (iii) the passenger will require medication during the flight but is unable to administer it themselves.

Note that, in relation to eating and drinking during the course of the flight, if requested and if time permits, Cabin Crew can read the meal menu prior to the meal service, explain where all the food is placed on the tray and assist in opening packages. However, Cabin Crew do not otherwise assist with food and beverage consumption.

(b) **Requirements for assistants or carers when required**

The assistant or carer must be self-reliant, and mentally and physically able to assist the passenger with the following if required:

- (i) using toilet and sanitary requirements both on the aircraft (if available) and on the ground;
- (ii) dealing with inflight and ground emergencies;
- (iii) transporting carry-on baggage and/or equipment;
- (iv) medicating and medical procedures;
- (v) food and beverage consumption;
- (vi) administrative procedures such as immigration and customs procedures;
- (vii) boarding and disembarkation; and
- (viii) if required, to provide information and physical assistance with transfers (eg, between Mobility Equipment and the aircraft seat) and assembling/disassembling specialised Mobility Equipment (such as wheelchairs).

Carers for children must be at least 15 years old.

Further information about Qantas' unaccompanied minors policy and children travelling alone can be found at [qantas.com](http://www.qantas.com).

(<http://www.qantas.com/travel/airlines/children-travelling-alone/global/en.>)

(c) **Booking for assistants or carers**

We recommend that all passengers who are travelling with an assistant or carer make a booking for the assistant or carer at the same time as the passenger and to advise Qantas that the person is the passenger's carer. This is primarily for seating allocation purposes to ensure the assistant or carer is able to travel on the same flight as the passenger and together (where possible). Carers must be seated in the same class as the passenger.

(d) **Discounts for carers in certain circumstances**

(i) **Eligibility for Discounts**

For Qantas domestic travel within Australia, passengers who require a carer to travel are eligible for a reduced fare for both themselves and one carer, provided that the passenger holds:

- (A) a Carer Concession Card issued by the People with Disability Australia (**PWDA**);
- (B) a Centrelink Pensioner Concession Card with blind entitlement;
or
- (C) a Travel Pass for Person with Vision Impairment issued by a state or territory authority.

(ii) **Carer Concession Cards**

PWDA administers the Carer Concession Card on behalf of Qantas.

You can apply for a Carer Concession Card through PWDA. The Carer Concession Card is a photo identification card which is valid for three years and has an administration fee of AU\$49.50 (including GST).

For further information and an application form, contact PWDA directly on the following contact details:

Address: PO Box 666
Strawberry Hills, NSW 2012
Phone: Freecall 1800 422 015
(02) 9370 3100
Email: qccc@pwd.org.au
Website: <http://www.pwd.org.au/>

Please allow time for making the application and processing by PWDA (it often takes up to 14 days for approval after PWDA receives the completed application).

(iii) **Discounts in certain circumstances**

Qantas' carer discounts are available for Qantas' domestic travel within Australia and these discounted fares are only available for sale through the [Specific Needs Assistance Line](#) on 1800 177 474.

Subject to the conditions set out below, Carer Concession cardholders and one nominated carer currently receive the following discounts on eligible domestic fares for flights operated by Qantas:

- (A) Economy Class 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)*
- (B) 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)*

*Qantas Carer Concession Discounts are subject to availability of eligible fares, which exclude some fares that have already been discounted and some business class fares. Please contact the [Specific Needs Assistance Line](#) 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 Carer Concession 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.

(iv) **Conditions for Discounts**

Qantas reserves its rights to replace, rescind, remove or vary the discounts it offers to passengers (including the terms and conditions of such discounts) at any time. The following include, amongst other things, the conditions that apply to discounts:

- (A) the passenger must require the assistance of the carer as set out in **section 2.5(a)** and the carer must meet the requirements in **section 2.5(b)**;
- (B) all discounts are subject to booking class availability;
- (C) Eligible fares may be higher than the price visible on qantas.com at the time of booking;
- (D) fare conditions for PWDA fares apply and not the fare rules of the published fare type. One free name change for the Nominated Carer is permitted;

- (E) discounts are only available for sale through the [Specific Needs Assistance Line](#); and
- (F) discounts are not available:
 - (I) on international travel;
 - (II) on flights operated by any of Qantas' alliance partners; or
 - (III) in conjunction with any other concessional airfare for example, airfares for children and seniors.

For further information, go to www.qantas.com or call the [Specific Needs Assistance Line](#).

2.6 Retaining Information about a passenger's individual needs

- (a) Qantas does not generally retain information about a passenger's individual needs. This is for a number of reasons including Qantas' information technology system limitations, because a person's needs may change from time to time and due to privacy issues.
- (b) This means that you will generally be required to provide information about your specific needs each time you book a flight with Qantas.

2.7 Transferring between flights

- (a) You must check-in, have completed all security and immigration formalities (if applicable) and be at the departure gate:
 - (i) 40 minutes before departure at domestic terminals; or
 - (ii) 60 minutes before departure at international terminals (irrespective of whether the travel to be undertaken is a domestic or international sector of an international flight).
- (b) If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.
- (c) During busy periods, Qantas may experience delays in offering specific assistance (eg, Meet and Assist Services or wheelchair assistance) so it may not always be possible for Qantas to assist you to the gate by the above mentioned times. We will do our best to assist you to the gate in time for your scheduled flight provided that you check-in as early as possible for your flight at the requested time. Passengers with specific needs are required to be at the airport 60 minutes before departure at domestic terminals and at least two hours before departure at international terminals.
- (d) Generally, for passengers transferring between flights, the minimum period for passengers with specific needs is the same as that for other passengers.
- (e) However, if you have specific needs, you should make a realistic assessment about the time it will take to transfer between flights (for example, a passenger requiring the use of Mobility Equipment must be pre-boarded and is de-boarded last on all flights, their Mobility Equipment must be transferred between aircraft and Meet and Assist Services/wheelchair assistance will need to be available to transfer the passenger in the given time).
- (f) Passengers should also allow additional time to transfer between terminals (if relevant).
- (g) Passengers in transit or transferring to another flight will be provided with a Qantas Wheelchair. If the transit/transfer time is more than 100 minutes, and you request to use your own Mobility Aid during the transit, Qantas will do its best to accommodate your request. However, for transits/transfers of less than 100 minutes, requests to access your own Mobility Aid generally cannot be accommodated.

- (h) You should contact Qantas the [Specific Needs Assistance Line](#) if you have any questions regarding transfers between flights.
- (i) For more information about transit times, you can contact the [Specific Needs Assistance Line](#). Where operationally possible, Qantas will try to assist you to meet any onward flight within the same airport regardless of the carrier. However, during busy periods you may experience delays or the assistance may not be available at all. This should be factored in to your travel arrangements and you may choose to travel with an assistant or carer who can assist you with transfers if required.

3. Kerbside Processes

3.1 Designated drop-off zones for passengers with specific needs

Most airport terminals have designated drop-off zones in front of the terminals for exclusive use by passengers with a disability who require them – these are appropriately marked or signposted. If you require further information about designated drop-off zones, you will need to contact the relevant airport or visit their website for further information.

3.2 From the kerb to check-in

- (a) Passengers need to make their own arrangements for assistance from the kerb to check-in if required (for example, ask a carer, family member or friend to accompany you to the airport or ask the driver to assist you into the terminal and to the check-in area).
- (b) Passengers may also choose to travel with an assistant or carer who can assist the passenger with their baggage if required. See **section 2.5(d)** for more information about carer discounts for the passenger and their carer offered by Qantas in certain situations.
- (c) Qantas does not assist with transfers between a vehicle and a wheelchair.
- (d) Qantas does not provide assistance to/from the car park.

3.3 Facilities to assist a passenger with specific needs to check-in

- (a) Passengers with specific needs should proceed directly to the queue for the check-in counter or, if available, to the service desk.
- (b) In larger airports (such as Sydney, Melbourne and Brisbane), there may be roaming Qantas staff called 'Qantas Ambassadors' around the check-in area. These staff members are trained to identify passengers who may have specific needs and to assist them with check-in. Passengers or their carers/travelling companions should identify themselves to Qantas staff and explain their specific needs so that staff can assist them if required (for example, as some disabilities or specific needs may not be easily identifiable or may be hidden).
- (c) In larger airports, there may also be a service desk area that can be used by passengers with specific needs.
- (d) Passengers should feel free to approach the check-in or service desk to request assistance or to advise Qantas of their specific needs.
- (e) Subject to resources and other operational requirements on the day of travel, passengers will be assisted with check-in. Because it is subject to resources and other operational requirements, passengers may need to wait until someone is available to assist, so we request that passengers allow themselves additional time if assistance is required.
- (f) In smaller airports, it is unlikely that there will be Qantas Ambassadors or a service desk. However, Qantas staff are trained to identify passengers who may have specific needs and to assist them with check-in. Qantas staff are encouraged, wherever possible and required, to move out from behind their check-in desks to assist a passenger with specific needs. Passengers or their carers/travelling companions should identify themselves to the staff members and explain their

specific needs so that staff can assist them if required (for example, as some disabilities or specific needs may not be easily identifiable or may be hidden).

- (g) See **section 4.2** for more information about assistance with check-in.

3.4 Baggage claim to kerbside

- (a) Passengers need to make their own arrangements for assistance from baggage claim to the kerb if required (for example, ask a carer, driver, family member or friend to meet you at the airport).
- (b) Passengers may also choose to travel with an assistant or carer who can assist the passenger with their baggage if required. See **section 2.5(d)** for more information about carer discounts for the passenger and their carer offered by Qantas in certain situations.
- (c) Qantas does not assist with transfers between a vehicle and a wheelchair.
- (d) Qantas does not provide assistance to/from the car park.

4. Check-In

4.1 Time for check-in for passengers with specific needs

- (a) For departures within Australia, passengers with specific needs are required to be at the airport:
 - (i) 60 minutes before departure at domestic terminals; or
 - (ii) at least 2 hours before departure at international terminals (irrespective of whether the travel to be undertaken is a domestic or international sector of an international flight).
- (b) For departures from overseas airports, check with the local Qantas office and allow at least an extra 30 minutes in addition to the normal check-in time.
- (c) Qantas recommends that passengers consider their own specific needs and the assistance requested by them, to ensure they have enough time to make the flight. During busy periods, there may be a delay in the provision of specific assistance such as Meet and Assist Services or wheelchair assistance.
- (d) Passengers should consider whether they require the assistance of a carer (see **section 2.5** for more information the carer requirements).

4.2 Assistance with check-in

- (a) Passengers with specific needs should proceed directly to the queue for check-in so Qantas can confirm the passenger's specific needs and level of requested assistance. If available, passengers can also go to the service desk for assistance.
- (b) Passengers with specific needs are able to check-in using online and kiosk facilities. In some circumstances, the passenger will receive instructions to seek assistance from a Customer Service Agent at the check-in or service desk area. This is to ensure that the seating is appropriate for the passenger's needs and to confirm their specific needs (including providing any documentation required to travel with Qantas for example, a travel clearance form).
- (c) In larger airports (such as Sydney, Melbourne and Brisbane), there may be roaming Qantas staff called 'Qantas Ambassadors' around the check-in area. These staff are trained to identify passengers who may have specific needs and to assist them with check-in.
- (d) Passengers or their carers should identify themselves to Qantas staff members and explain their specific needs so that staff can assist them if required (for example, as some disabilities or specific needs may not be easily identifiable or may be hidden).
- (e) In larger airports, there may also be a service desk area that can be used by passengers with specific needs.

- (f) Passengers should feel free to approach the check-in or service desk to request assistance or to advise Qantas of their specific needs.
- (g) Subject to resources and other operational requirements on the day of travel, passengers will be assisted with check-in. Because it is subject to resources and other operational requirements, passengers may need to wait until someone is available to assist, so we request that passengers allow themselves additional time if this assistance is required.
- (h) In smaller airports, it is unlikely that there will be Qantas Ambassadors or a service desk. However, Qantas staff are trained to identify passengers who may have specific needs and to assist them with check-in. Qantas staff are encouraged, wherever possible and required, to move out from behind their check-in desks to assist a passenger with specific needs. Passengers or their carers should identify themselves to Qantas staff members and explain their specific needs so that staff can assist them if required (for example, as some disabilities or specific needs may not be easily identifiable or may be hidden).
- (i) Passengers are encouraged to advise Qantas of their specific needs to ensure we can assist the passenger as much as possible. If passengers do not advise Qantas of their specific needs in advance, Qantas may not be able to assist you at all (and you may not be able to travel on your scheduled flight) or may not be able to provide any assistance or the assistance in a timely manner. For example, a passenger with a hearing impairment who has requested assistance should identify themselves to Qantas to ensure that Qantas can assist the passenger and advise of any announcements via alternative means such as in writing (if possible and available).
- (j) Qantas also encourages passengers who may face discomfort waiting in the check-in queue to make themselves known to Qantas staff so that assistance can be provided to them.
- (k) Many terminals have a range of dynamic signage, tactile ground surface indicators (TGSIs), hearing loops and other features to guide passengers with disability through the check-in areas. The particular arrangements will differ from terminal to terminal. Passengers are encouraged to check with the particular airport or terminal for further information as Qantas is not responsible for most of the airport facilities. See **section 6** for further information about airport facilities (including the airport terminals which Qantas is responsible for).

4.3 Unexpected changes to travel plans

- (a) Wherever possible, passengers with specific needs will be assisted in the event of any unexpected change to their travel plans – for example:
 - (i) where a flight is delayed or cancelled/disrupted due to bad weather or for another reason; or
 - (ii) where there is a change to the size or type of an aircraft.
- (b) Depending on the change, Qantas will do what it can to assist you (for example, to move you to another suitable flight).
- (c) You should make yourself known to staff at the gate or at the service desks throughout the airport if there is an unexpected change to travel plans (eg, if a flight is cancelled or delayed). You should advise those staff members of your specific needs and the impact of those specific needs if there is an unexpected change of travel plans. As you can appreciate, there may be some delays in assisting you in the event of an unexpected change to travel plans as the staff members may also be busy dealing with all of the passengers affected by the change and with other operational issues.

5. Security Screening

- (a) Prior preparation by passengers is essential to ensure smooth security processing.

- (b) Passengers or their carers must advise the security screening officer of the passenger's particular specific needs to enable the officer to determine the appropriate method of screening. You must carry any relevant medical documentation in your carry-on luggage to assist with the security screening process.

5.2 Airports where Qantas is responsible for security screening

- (a) As of September 2021, Qantas is the designated passenger and checked baggage screening authority at Melbourne Domestic Terminal 1. Qantas appoints a specialised third party security provider to deliver security screening services at this terminal. This is subject to ongoing update and change.
- (b) Qantas is not responsible for passenger security screening at any other airports and/or terminals in Australia. If you require further information about passenger security screening, you should contact the relevant airport for that information.
- (c) Qantas is not responsible for security screening for international flights.

5.3 Security screening conducted by Qantas

- (a) In accordance with aviation transport security requirements, passengers are required to undergo:
 - (i) security screening that involves screening the passenger, their personal effects and baggage; and
 - (ii) if selected on a random basis, explosive trace detection testing (**ETD testing**). This involves the screening officer obtaining samples from the passenger's clothing, footwear and baggage for testing.
- (b) Security screening practices and training for security screening officers are developed with regard to the relevant screening practice guidelines for people with disabilities.
- (c) People wishing to enter the airport sterile area and their personal effects/baggage must be screened and cleared.
- (d) Passengers or their carers must advise the security screening officer of the passenger's particular specific needs to enable the officer to determine the appropriate method of screening.

- (i) **Passengers with Mobility Equipment (walking frames, crutches, canes, wheelchairs)**

Passengers or their carers must advise the security screening officer of the passenger's particular specific needs – including whether they require seating to be offered. Portable chairs are available at security screening points for this purpose.

All Mobility Equipment must be screened and may require X-Ray and/or a physical search and/or ETD testing. Screening points have chairs and walking canes available for use while passengers' equipment is undergoing screening. Assistance can be provided by security screening officers and/or Qantas staff to passengers during this process if required.

Passengers using wheelchairs may undergo secondary screening which can include a pat down search and/or the use of a hand held metal detector by a security officer.

Private screening rooms may be available on request or may be offered.

- (ii) **Passengers fitted with hearing aids or medical implants (for example, pacemakers, cochlear implants)**

Passengers or their carers must advise the security screening officer of the passenger's particular specific needs.

Passengers with hearing aids or medical implants should advise the screening officer and request separate screening to avoid passing through any machines that may affect them (for example, the walk-through or hand-held metal detectors).

Passengers may undergo secondary screening which can include a pat down search and/or the use of a hand held metal detector by a security officer. In accordance with aviation transport security regulations, security officers may also be required to inspect the device.

Private screening rooms may be available on request or may be offered.

Under no circumstances should a person fitted with a pacemaker pass through a walk through metal detector or be screened with a hand held metal detector. It is imperative that passengers fitted with a pacemaker inform security screening officers before the screening process commences. This is best achieved at the front of the screening point.

(iii) **Passengers with artificial limbs or prosthesis**

Passengers with artificial limbs or prosthesis should advise the screening officer.

Passengers may undergo secondary screening which can include a pat down search and/or the use of a hand held metal detector by a security officer. Security officers may also be required to visually inspect the artificial limb or prosthesis but will not require a person to remove the limb or prosthesis.

Private screening rooms may be available on request or may be offered.

Passengers or their carers should advise the screening officer of the passenger's particular needs.

(iv) **Passengers travelling with Service Dogs**

Passengers or their carers should advise the screening officer of the passenger's particular needs.

Passengers travelling with a Service Dog may be required to provide their identification documents to the screening officer and may request separate screening.

The passenger and the Service Dog will undergo secondary screening.

Private screening rooms are available on request or may be offered.

Aviation transport security regulations specify that passengers travelling with a Service Dog should not be separated from their dog.

Screening officers are required to inspect harnesses and other equipment attached to the dog.

(v) **Passengers who are blind or have a vision impairment**

Passengers or their carers should advise the screening officer of the passenger's particular needs.

Passengers who are blind or have a vision impairment may be required to undergo primary or secondary screening procedures, which may require a person to be without their mobility cane for a short period of time.

All Mobility Equipment (eg canes) must be screened and may require X-Ray and/or a physical search and/or ETD testing.

Assistance may be requested from the screening officer to assist a person who is blind or has a vision impairment throughout the screening process.

Secondary screening may include pat down searches and/ or the use of a hand held metal detector.

Private screening rooms may be available on request or may be offered.

5.4 Documents required by passengers for screening process and subsequent travel

- (a) Qantas recommends that passengers with specific needs (such as passengers travelling with a Service Dog, passengers with a disability, medical implants, artificial limbs or prosthesis or with relevant medical conditions) ensure that all relevant documents are in their carry-on baggage. This may include a recent/current and detailed medical certificate or a letter from the passenger's medical practitioner which:
 - (i) identifies their current medical condition(s); and
 - (ii) explains what is required/relevant to their medical condition(s) (for example, that is necessary to carry an oxygen cylinder and details of that cylinder, has a pacemaker or needs to carry certain medications) and any impact of this medical condition on security screening (for example, if the passenger has a pacemaker they cannot use the X-Ray and must only be physically searched).
- (b) You should ensure that as much detail is given by the medical practitioner as possible and that the information is current (for example, that the medication or item is required during the flight, the volume of medication required over a particular period of time and why the medication is needed).
- (c) Please note that a passenger's Qantas medical clearance or travel clearance documentation may not be enough to satisfy the screening authorities and you may need additional documentation from your medical practitioner.
- (d) For further information, passengers can contact the Office of Transport Security via www.infrastructure.gov.au or + 61 2 6274 7111.

Note: if a passenger does not consent to being screened by the screening authority, the passenger is prohibited from entering the sterile area (which is the area beyond the screening area leading to the gate lounges) and from boarding their flight. This is a mandatory aviation transport security requirement and the security agent has no discretion to waive the requirement regardless of the circumstances.

6. Airline Terminal Facility

6.1 Which airports and terminals is Qantas responsible for?

- (a) Qantas is not responsible for any domestic or international airport or terminal facilities in Australia.
- (b) You should refer to the relevant Airport Disability Access Facilitation Plan or their website for further information. Links to each plan are provided in **section 6.2**.

6.2 Airport Facilitation plans

- (a) Capital City Airports
 - (i) [Sydney Domestic Terminal](#)
 - (ii) [Melbourne Domestic Terminal](#)
 - (iii) [Perth Domestic Terminal](#)
 - (iv) [Brisbane Domestic Terminal](#)
 - (v) [Adelaide Domestic Terminal](#)
 - (vi) [Darwin Domestic Terminal](#)

- (vii) [Hobart Domestic Terminal](#)
- (viii) [Canberra Domestic Terminal](#)
- (b) Regional Airports
 - (i) Refer to the Department of Infrastructure, Transport, Regional Development and Communications website for links to [Regional Airport](#) Disability Access Facilitation Plans.

7. Carriage of Mobility Equipment

7.1 Booking

See **section 2.1(a)** for information about booking a flight with Qantas.

7.2 Types of Mobility Equipment

- (a) You must advise Qantas if you are travelling with Mobility Equipment and the type of Mobility Equipment you are travelling with.
- (b) **Mobility Equipment** includes both 'Assistive Devices/Disability Aids' and 'Mobility Aids'.
- (c) **Assistive Devices and Disability Aids** are a piece of equipment that is used by a person with a disability to provide assistance to alleviate the effects of a disability. This also includes palliative or therapeutic devices.

Examples of Assistive Devices and Disability Aids include any piece of equipment that assists a passenger with a disability in caring for themselves, walking, seeing, hearing, speaking, breathing or carrying out any other major life activity.

Common Assistance Devices or Disability Aids include walking canes, walking frames, rollators, hoists, shower chairs, commodes, inflatable pressure cushions and medical devices (such as respirators and ventilators).

- (d) **Mobility Aids** include but are not limited to:
 - (i) **Battery Powered Mobility Aids** – are any mobility aids that are powered by a battery, including battery powered wheelchairs and battery powered scooters/segways, which are used by a passenger with reduced mobility and which are used to alleviate the effects of their reduced mobility; and
 - (ii) **Manual Mobility Aids** – are any mobility aids that are operated manually, including manual wheelchairs (does not contain a battery) and sporting wheelchairs, that are used by a passenger with reduced mobility and which are used to alleviate the effects of their reduced mobility.

7.3 Categories of assistance required

- (a) Qantas categorises the wheelchair assistance required using the recognised IATA codes of WCHR, WCHS and WCHC. An explanation of these codes is set out below:
 - (i) **WCHR – wheelchair ramp** – this code is used for passengers who:
 - (A) need assistance due to the distance to/ from the aircraft (for example, between check-in and the gate);
 - (B) are able to ascend and descend steps unassisted;
 - (C) can make their own way within the aircraft cabin to/from their aircraft seat;
 - (D) do not travel with a Battery Powered Mobility Aid or Manual Mobility Aid;
 - (ii) **WCHS – wheelchair step** – this code is used for passengers who:
 - (A) need assistance due to the distance to/from the aircraft (for example, between check-in and the gate);

- (B) cannot ascend/descend steps unassisted. If there is no aerobridge available, a QRamp, a high lift vehicle or passenger lifter will be used to assist the passenger between the tarmac and the aircraft door (where possible and available);
 - (C) can make their own way within the aircraft cabin to/from their aircraft seat; and
 - (D) do not travel with a Battery Powered Mobility Aid or Manual Mobility Aid but may travel with an Assistive Device or Disability Aid (such as a walking frame, cane, crutches or rollator); and
- (iii) **WCHC – wheelchair cabin** – this code is used for passengers who:
- (A) need assistance due to the distance to/from the aircraft (for example between check-in and the gate);
 - (B) cannot ascend/descend steps unassisted. If there is no aerobridge available, a QRamp, a high lift vehicle or passenger lifter will be used to assist the passenger between the tarmac and the aircraft door (where possible and available);
 - (C) are immobile in the cabin and may require assistance with transfer into/out of the aircraft seat; and
 - (D) travel with a Battery Powered Mobility Aid or Manual Mobility Aid (such as a manual or battery powered wheelchair).

7.4 Carriage of Mobility Equipment and Transferring from Mobility Equipment

- (a) To ensure a consistent service is provided, the passenger should make Qantas aware of what level of assistance is required and provide all relevant details about their Mobility Equipment at the time of booking.
- (b) There are size restrictions for the carriage of Mobility Equipment (see **section 7.6**). There are also some weight restrictions in certain situations (see **section 7.6**).

(i) **Walking Canes and crutches**

Walking canes and crutches may be carried in the aircraft cabin. Passengers may use their cane or crutches to the departure gate and carry it on board the aircraft where it will be stowed in an overhead locker or alternative storage space.

(ii) **Walking frames/rollators**

If the walking frame/rollator is collapsible and Cabin Crew can stow it safely, your walking frame/rollator can be stowed in the aircraft cabin. If it cannot be stowed safely, the walking frame/rollator will need to be carried in the aircraft hold.

For safety reasons, non-collapsible walking frames/rollators are not permitted in the aircraft cabin.

The passenger is generally able to use the non-collapsible walking frame/rollator to the departure gate where it will be taken for stowage in the aircraft hold.

(iii) **Manual Mobility Aids**

Manual wheelchairs/sporting wheelchairs must be stowed in the aircraft hold.

In all airports, the passenger is generally able to use their manual wheelchair to the departure gate where it will be taken for stowage in the aircraft hold.

Alternatively, the passenger can transfer from their manual wheelchair at check-in and Qantas will assist the passenger to the departure gate.

(iv) **Battery Powered Mobility Aids**

Battery Powered Mobility Aids must be stowed in the aircraft hold.

The passenger may transfer from their Battery Powered Mobility Aid at check-in and Qantas will assist the passenger to the departure gate.

Alternatively, in some airports and depending on operational requirements, a passenger may be able to use their Battery Powered Mobility Aid to the departure gate where it will be taken for stowage in the aircraft hold.

You should discuss your preference at the time of check-in; but note that using your Battery Powered Mobility Aid to the departure gate cannot be guaranteed in all cases. This is because Battery Powered Mobility Aids may need to be disassembled or otherwise prepared for carriage on the flight (for example, the battery may need to be disconnected and removed) and it may not be possible for all passengers to transfer from their battery powered mobility aid at the gate on all occasions (for example, due to airport infrastructure limitations or operational requirements).

For more information on Battery Powered Mobility Aid batteries, see **section 7.6(b)**.

All Batteries require approval to be carried by Qantas.

(v) **Other Assistive Devices and Disability Aids**

Some Assistive Devices or Disability Aids such as inflatable pressure cushions, and medical devices (such as respirators and ventilators) may be required by a passenger to be carried in the aircraft cabin with the passenger. These Assistive Devices or Disability Aids are only able to be carried in the aircraft cabin if they comply with applicable regulations on safety, security and dangerous goods.

Information regarding medical support equipment, (including CPAP devices) authorised for use on Qantas aircraft can be found at [qantas.com](https://www.qantas.com).

<https://www.qantas.com.au/infodetail/flying/beforeYouTravel/medical-support-equipment.pdf>

You should contact the [Specific Needs Assistance Line](https://www.qantas.com.au/infodetail/flying/beforeYouTravel/medical-support-equipment.pdf) on 1800 177 474 if you have any questions about the carriage of your particular Assistance Device or Disability Aid.

7.5 Boarding

- (a) You must complete all security and immigration formalities (if applicable) and be at the departure gate:
 - (i) 40 minutes before departure at domestic terminals; or
 - (ii) 60 minutes before departure at international terminals (irrespective of whether the travel to be undertaken is a domestic or international sector of an international flight).
- (b) This is necessary to ensure we have sufficient time to assist you to board the aircraft and to load any Mobility Equipment into the aircraft hold.
- (c) If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.
- (d) During busy periods, Qantas may experience delays in offering specific assistance (eg, Meet and Assist Services or wheelchair assistance) so it may not be possible for Qantas to assist you to the gate by the above-mentioned times. We will do our

best to assist you to the gate in time for your scheduled flight provided that you check-in as early as possible for your flight at the requested time. Passengers with specific needs are required to be at the airport 60 minutes before departure at domestic terminals and at least two hours before departure at international terminals.

7.6 Mobility Equipment Restrictions

(a) Size and Weight Restrictions for Mobility Equipment

It is a passenger or their carer's responsibility to provide Qantas with accurate details of the size (width, height, length) and weight of their Mobility Equipment at the time of booking and throughout their travel experience.

Due to the size restrictions of the cargo holds of each aircraft and safety concerns, Qantas has the following dimension limits for all Mobility Aids (in an adjusted or disassembled state) except for certain manual/sporting wheelchairs:

Aircraft Type	Maximum Dimensions (in adjusted state)		
	Width	Height	Length
Wide bodied aircraft			
Airbus 330, Airbus 380, Boeing 787 (A330, A380 & B787)	150cm	160cm	150cm
Narrow bodied aircraft			
Boeing 737 (B737)	100cm	84cm	125cm
Embraer 190* (E190)	100cm	84cm	125cm
Bombardier Dash 8 (Dash8)	85cm	130cm	115cm
Boeing 717 (B717)	129cm	69cm	100cm
Fokker 100 (Network Aviation, F100)	125cm	63cm	125cm
Fokker 100* (Alliance, F100)	100cm	65cm	125cm

*Mobility Aid Maximum weight limit for Mobility Aids for Alliance Aircraft E190 and F100 is 120kg.

Where Mobility Equipment is a manual wheelchair/sporting wheelchair and weighs under 32 kgs, the following dimensions apply for all aircraft types:

Maximum Dimensions (in adjusted state)		
Width	Height	Length
80cm	65cm	250cm

If a passenger's Mobility Equipment does not fit within the above allowable dimensions (after being adjusted or disassembled), call the [Specific Needs Assistance Line](#) and Qantas may, where possible, offer an alternate flight that is operated by another aircraft type.

Alternatively, the passenger may be able to travel with an alternate Mobility Equipment (for example, a manual wheelchair) that fits within the dimensions of the aircraft (see above).

If the alternative options are not viable, then Qantas will offer a refund for the flight.

(b) Battery Powered Mobility Aids

It is a passenger or their carer's responsibility to provide Qantas with accurate details about their Battery Powered Mobility Aid (including type of battery) at the time of booking and throughout their travel experience.

All Battery Powered Mobility Aids must fit within the size and weight restrictions in **section 7.6(a)**.

All Battery Powered Mobility Aids that weigh more than 32kg must travel in the upright position in the free wheel mode. This is for various reasons, including, the significant weight of Battery Powered Mobility Aids, the risk of damage to the Battery Powered Mobility Aid and aircraft and the risk to health and safety associated with loading the Battery Powered Mobility Aid in the cargo hold.

Upright position means in the standing position with the wheels on the ground. The Battery Powered Mobility Aids can be tilted slightly to be loaded in the aircraft cabin (if possible) but it must have its wheels facing the ground and must not be turned upside-down or on its side.

Free wheel mode means that the electric wheelchair must be able to be pushed manually without the use of the power function (ie, without the battery).

Due to safety restrictions and cargo hold limits, there is generally a limit of **one** Battery Powered Mobility Aid per aircraft on the Narrow Bodied Aircraft types (ie, B717, B737, E190, Dash8 and F100 aircraft).

All passengers or their carers are required to sign a Limited Release Tag which will be attached to the Battery Powered Mobility Aid.

Batteries

It is a passenger or their carer's responsibility to provide information about their battery, eg the type of battery, watt hour rating etc. Prior arrangements must be made with, and approvals obtained from Qantas for the carriage of all Battery Powered Mobility Aids and any spare batteries. Qantas does not have any discretion to depart from this because of the various regulatory and safety requirements.

You must seek approval from Qantas Dangerous Goods as early as possible. If you do not seek approval prior to arrival at the airport, Qantas will do its best to accommodate you on the flight on which you are booked, subject to you providing all necessary information at the time. However, Qantas will not be able to uplift the Battery Powered Mobility Aid or any spare batteries until all approvals have been obtained. If you are travelling with another airline during your trip, you must also obtain the other airline's approval.

Battery Powered Mobility Aid battery types include:

- (i) lithium ion battery(ies) for a collapsible Mobility Aid;
- (ii) lithium ion battery(ies) enclosed in a non-collapsible Mobility Aid;
- (iii) lithium ion battery(ies) enclosed in the wheels of a Mobility Aid;
- (iv) non spillable battery(ies) (sealed lead acid, dry cell, gel cell) for a collapsible Mobility Aid;
- (v) non spillable battery(ies) (sealed lead acid, dry cell, gel cell) enclosed in a Mobility Aid; and
- (vi) spillable.

The requirements for each battery type and mobility aid are set out below:

(i) **Lithium ion battery(ies) for a collapsible Mobility Aid**

The requirements for removed battery(ies) are as follows:

- (A) if an aid uses a single battery (including one spare), the battery(ies) must not exceed 300Wh (this restriction does not apply to travel within Australia);

- (B) if an aid uses two batteries (including two spares), each battery must not exceed 160Wh each (this restriction does not apply to travel within Australia);
- (C) the terminals must be protected eg taping over the terminals;
- (D) must be individually protected from damage eg carried in a protective pouch; and
- (E) must be carried in carry-on baggage only.

(ii) **Lithium ion battery(ies) enclosed in a non-collapsible Mobility Aid**

The requirements for the Mobility Aid and battery(ies) are as follows:

- (A) the battery(ies) must remain securely attached to the aid;
- (B) the battery terminals must be protected (eg in a container);
- (C) the ON/OFF switch must be in the OFF position; and
- (D) if available, the Mobility Aid's freewheel mode must be activated.

Note: Contact Dangerous Goods Support by email: dg@qantas.com.au if travelling with spare batteries.

(iii) **Lithium ion battery(ies) enclosed in the wheels of a Mobility Aid**

The requirements for the Mobility Aid and battery(ies) are as follows:

- (A) the Mobility Aid **must not** be collapsed;
- (B) the wheels containing the batteries must remain securely attached to the Mobility Aid;
- (C) the Mobility Aid must be turned to OFF;
- (D) the ON/OFF button on the wheels must be protected (eg taping a piece of sturdy cardboard/ plastic over the button); and
- (E) if a remote control is used, it must be turned OFF and carried in carry-on baggage only.

Note: Contact Dangerous Goods Support by email: dg@qantas.com.au if travelling with spare batteries.

(iv) **Non spillable battery(ies) for a collapsible Mobility Aid**

The requirements for the Mobility Aid and battery(ies) are as follows:

Domestic Travel

- (A) the battery can remain securely attached to the aid;
- (B) the Mobility Aid must be turned to OFF;
- (C) the terminals must be protected (eg taping over the terminals); and
- (D) if available, the Mobility Aid's free wheel mode must be activated.

Note: Spare batteries are permitted in checked baggage, provided the terminals are protected and the battery is contained in a strong rigid container.

If the battery cannot remain securely attached to the collapsible aid:

- (A) the battery must be removed from the Mobility Aid;
- (B) the terminals must be protected (eg taping over the terminals); and

- (C) the removed battery must be carried in a strong rigid container in checked baggage.

Note: Spare batteries are permitted in checked baggage, provided the above requirements are met.

International Travel

- (A) the battery(ies) must be removed from the Mobility Aid;
- (B) the terminals must be protected (eg taping over the terminals); and
- (C) the removed battery(ies) must be carried in a strong, rigid container as checked baggage.

Note: Spare batteries are permitted in checked baggage, provided the above requirements are met.

(v) **Non spillable battery(ies) enclosed in a Mobility Aid**

The requirements for the Mobility Aid and battery(ies) are as follows:

- (A) The Mobility Aid must be turned OFF;
- (B) the battery must remain securely attached to the Mobility Aid;
- (C) the terminals must be protected (eg in a container); and
- (D) if available, the Mobility Aid's freewheel mode must be activated.

Note: One spare battery is permitted in checked baggage, provided the terminals are protected and the battery is contained in a strong rigid container.

(vi) **Spillable battery(ies) for a Mobility Aid**

The requirements for the Mobility Aid and battery(ies) are as follows:

- (A) the battery must remain securely attached to the Mobility Aid;
- (B) the terminals must be protected (eg taping over the terminals); and
- (C) the Mobility Aid must be loaded/ stowed/ secured in an upright position.
- (D) Contact Dangerous Goods Support by email: dg@qantas.com.au if the Mobility Aid is unable to load/stow/secure and unload in the upright position.

Control Boxes

You do not generally need to remove the control box from your Battery Powered Mobility Aid but the control box must be switched off or the key removed for all Battery Powered Mobility Aids. Although it is not necessary for the control box to be removed, you may request to remove the control box and carry it as part of your carry-on baggage provided that Qantas is satisfied that it is safe for you to do so.

(c) **Manual Mobility Aids**

It is a passenger or their carer's responsibility to provide Qantas with accurate details of their Manual Mobility Aid at the time of booking and throughout their travel experience.

All Manual Mobility Aids must fit within the size restrictions in **section 7.6(a)** (unfolded or folded).

If the Manual Mobility Aid fits within the size restrictions but not in the upright position, the wheelchair can only be carried if it weighs less than 32 kgs and the

manufacturer has confirmed that the wheelchair can be stored and transported on its side. Otherwise, the wheelchair must fit within the size restrictions in the upright position to be carried.

(d) **If a Battery Powered or Manual Mobility Aid is Separated into parts**

If a Battery Powered or Manual Mobility Aid is adjusted to comply with the size restrictions in **section 7.6(a)** and in performing the adjustment the Mobility Aid is separated into several parts, no individual part (including batteries) can weigh more than 32kgs, other than a part that can be loaded in the upright position in free wheel mode. In addition, all individual parts of the Mobility Aid must comply with the size restrictions in **section 7.6(a)**.

7.7 Mobility Equipment Allowance

Two pieces of Mobility Equipment per person will be carried free of charge as checked baggage in addition to your other checked baggage, provided that:

- (a) each piece does not exceed 32kg, except Mobility Equipment that can travel in the upright position in the free wheel mode (for example, Battery Powered Mobility Aids);
- (b) items above 32kg which cannot travel in the upright position in free wheel mode must be carried as freight at standard freight rates;
- (c) the equipment must be for your own use and adhere to the dimensions set out above at **section 7.6(a)**; and
- (d) if you wish to check-in more than two pieces of Mobility Equipment, the additional pieces will form part of your checked baggage allowance and excess charges will apply if your applicable allowance is exceeded.

7.8 Qantas wheelchairs and aisle wheelchairs

- (a) Generally, except at times of high demand or if wheelchairs are damaged, Qantas has two types of wheelchairs for passengers to use in the airport terminal:
 - (i) **airport wheelchairs** – which are wheelchairs provided by Qantas or one of its Ground Handling Agents and which are not able to be self-propelled; and
 - (ii) **aisle wheelchairs** – which are wheelchairs designed to travel down the narrow aisles of an aircraft and which are not able to be self-propelled.
- (b) For safety reasons, and particularly because passengers may not be familiar with using manual wheelchairs, airport wheelchairs and aisle wheelchairs must be pushed by Qantas staff or one of Qantas' Ground Handling Agents or the passenger's assistant or carer.
- (c) Airport wheelchairs have a weight limit of 130 to 160kg and aisle wheelchairs have a weight limit of 135kg. These are the weight limits set by the wheelchair manufacturers and mean that the passenger must be less than the relevant weight limit to be transferred using that wheelchair. Please contact the [Specific Needs Assistance Line](#) on 1800 177 474 if you are concerned you may exceed these limits.
- (d) Qantas may, in some larger airports, have access to people movers to transport passengers.
 - (i) **If a passenger transfers from their own wheelchair at check-in**

Generally, passengers will be transferred to an airport wheelchair at check-in and will be transferred into an aisle wheelchair at the departure gate.
 - (ii) **If a passenger transfers from their own Mobility Equipment at the departure gate (where possible)**

Passengers may remain in their own wheelchair to the departure gate and will be transferred into an aisle wheelchair at the departure gate (where this option is available).

7.9 Arrivals

(a) Domestic and International Arrivals

(i) WCHR Assistance

On arrival, the passenger will make their own way from their seat to the aerobridge or down the aircraft stairs where a Qantas wheelchair or people mover will transfer the passenger to the baggage collection area.

Australian aviation security legislation requires that all Mobility Equipment that has been checked-in must go through the security screening process before being taken to the arrival gate if the passenger has requested that their Mobility Equipment be taken to the gate (where this is possible and available).

(ii) WCHS Assistance

On arrival, the passenger will make their own way from their seat to the aerobridge or via QRamp, the high lift vehicle or passenger lifter if there is no aerobridge. A Qantas wheelchair or people mover will transfer the passenger to the baggage collection area.

Australian aviation security legislation requires that all Mobility Equipment that has been checked-in must go through the security screening process before being taken to the arrival gate if the passenger has requested that their Mobility Equipment be taken to the gate (where this is possible and available).

(iii) WCHC Assistance

Passengers requiring WCHC assistance will disembark the aircraft after all other passengers to enable Qantas to assist the passenger with their specific needs.

In most airports, passengers may choose to collect their Battery Powered Mobility Aid or Manual Mobility Aid from the oversize baggage collection area or the arrival gate (where possible and available). This is because, for example, on occasion the airport infrastructure does not support the moving of Battery Powered Mobility Aids or Manual Mobility Aids in free wheel mode or because of other safety/operational reasons.

On arrival in domestic terminals, passengers are transferred from their aircraft seat into a Qantas wheelchair or Qantas aisle wheelchair onboard the aircraft.

Passengers who choose to collect their Battery Powered Mobility Aid or Manual Mobility Aid from the arrival gate (where possible) will be taken to the arrival gate from the aircraft for the transfer to their own Mobility Aid. The passenger will then make their own way to the baggage claim areas to collect their baggage.

Passengers who choose to collect their Battery Powered Mobility Aid or Manual Mobility Aid from the oversize baggage collection area will be taken to the oversize baggage collection area in a Qantas wheelchair to collect their Mobility Aid and baggage.

Australian aviation security legislation requires that Mobility Equipment that has been checked-in must go through the security screening process before being taken to the arrival gate if the passenger has requested that their Mobility Equipment be taken to the gate (where this is possible and available).

(b) **Additional Assistance for International Arrivals in Australia**

On arrival in international terminals (regardless of whether it is a domestic sector on an international flight), Airport Ground Staff will assist the passenger through Immigration/Customs into the public Arrivals Hall.

Australian aviation security legislation requires that all Mobility Equipment that has been checked-in must go through the security screening process before being taken to the arrival gate if the passenger has requested that their Mobility Equipment be taken to the gate.

At some international terminals, Qantas may not be able to collect Mobility Equipment from the departure gate and/or provide Mobility Equipment to the arrival gate upon arrival.

7.10 Transit Times

See **section 2.7** in relation to transit times for passengers with specific needs and travelling with Mobility aid(s). Passengers should consider their specific needs to ensure that they have sufficient time to transfer between flights if required.

7.11 Assembling and Disassembling Mobility Equipment

- (a) The passenger and their assistant/carer together with Qantas Engineers (where available) and Airport Ground Staff are responsible for assembling and disassembling passenger's Mobility Equipment for carriage on a flight (where required).
- (b) It is helpful, and in the passenger's interest, to provide as much assistance as possible by providing advice on how best to assemble and disassemble the Mobility Equipment for travel. This is particularly the case where the Mobility Equipment is customised and has unusual features or parts (for example, such as a customised luggage rack which may be particularly fragile).
- (c) Qantas recommends that the passenger and their assistant/carer review the manufacturer's manual or other guidance material for their Mobility Equipment prior to travel so that you can assist Qantas with this. Qantas also recommends that the passenger or their assistant/carer travel with this information and provide Qantas with written instructions and/or pictures for assembly and disassembly from the manufacturer of the Mobility Equipment.
- (d) If a Battery Powered Mobility Aid has a spillable battery and cannot be loaded, stowed and unloaded in an upright position, the battery must be disconnected, removed and packed into special packaging and tagged accordingly. For more information see **section 7.6(b)(vi)**.
- (e) A tag will be attached to the Mobility Equipment and parts if disassembled. The tag will specify the passenger's name, the flight number, the destination and the battery type (if any).

7.12 Transfer and storage of Mobility Equipment

- (a) Qantas has processes and systems in place to minimise the likelihood of damage to a passenger's Mobility Equipment. Qantas takes reasonable precautions to ensure that passenger's Mobility Equipment is protected from damage and treated with care throughout the travel experience. Passengers or their carers are required to provide information to Qantas in how to handle, move and/or assemble or disassemble their Mobility Equipment.
- (b) From time to time, a passenger's Mobility Equipment can be damaged in transit despite the precautions taken by Qantas.
- (c) Qantas' Conditions of Carriage state that its liability for damage to Mobility Equipment is limited by various international and domestic laws (for example, the *Civil Aviation (Carriers' Liability) Act 1959* and Montreal Convention etc).

- (d) As there are limitations on liability under those laws, Qantas recommends that all passengers insure their Mobility Equipment against damage.
- (e) For further information, see [qantas.com](http://www.qantas.com.au/travel/airlines/compensation-mobility-equipment/global/en).
(<http://www.qantas.com.au/travel/airlines/compensation-mobility-equipment/global/en>)

7.13 Where the Mobility Equipment does not fit on the flight

- (a) Qantas endeavours for all passengers travelling with Mobility Equipment to travel with their Mobility Equipment on the same flight provided that the passenger notifies Qantas in advance of travel of their specific needs and details of their Mobility Equipment.
- (b) Passengers or their carers must notify Qantas of the details of their Mobility Equipment at the time of booking or prior to arrival at the airport and again at check-in. This will allow Qantas to determine if the Mobility Equipment will fit on the aircraft and if not, to determine whether there are any available alternatives for the passenger etc.
- (c) If Mobility Equipment within Qantas' weight and size restrictions (see **section 7.6(a)**) does not fit on a particular flight, it will be uplifted on the next available flight subject to operational requirements. For example, this may arise if the Battery Powered Mobility Aid limit is exceeded for that flight (see **section 7.6(b)** in relation to certain aircraft types).

7.14 Unexpected requests for Mobility Assistance

- (a) If a passenger arrives at the airport and they require WCHC, WCHR or WCHS assistance and have not notified Qantas of this requirement, Qantas will, where possible, do their best to accommodate the passenger on the flight on which they are booked.
- (b) Where this is not possible due to operational requirements, seat availability or aircraft limitations, Qantas will do their best to accommodate the passenger on the next available flight (where possible) or to assist the passenger to make alternative arrangements.
- (c) Prior arrangements must be made with, and approvals obtained from, Qantas for the carriage of all Battery Powered Mobility Aids.
- (d) If you do not seek approval prior to arrival at the airport, Qantas will do its best to accommodate you on the flight on which you are booked. However, Qantas will not be able to uplift the Battery Powered Mobility Aid (and/or the batteries) until all approvals have been obtained.
- (e) For further information about Battery Powered Mobility Aids, including the requirements for different battery types, see **section 7.6(b)**.

7.15 Completing a Passenger Checklist – 'Let Us Assist You' Brochure

- (a) The 'Let Us Assist You Brochure' is a passenger checklist that has been designed to act as a summary for passengers travelling with Mobility Equipment.
- (b) It is not a requirement for you to complete the 'Let Us Assist You' brochure but is recommended that you do so. It provides a summary of useful information for you, as well as information that you are likely to be asked at booking and/or on the day of travel. The information will assist Qantas in relation to helping with assembling and disassembling Mobility Equipment and with transfers in the airport and during the flight.
- (c) We recommend that you bring the completed brochure with you to check-in and keep it with your carry-on baggage and other travel documents, for example your passport, so it is readily available if required for reference throughout your journey.

Important Note: whilst all reasonable care will be taken by Qantas, Qantas accepts no liability for any damage to the passenger's Mobility Equipment and the passenger is responsible for taking out insurance for their Mobility

Equipment. Speak to the [Specific Needs Assistance Line](#) for further information.

8. Service Dogs

8.1 General

- (a) A Service Dog is a dog that has been trained to assist a person with a disability to alleviate the effects of that disability, being either a Guide Dog, Hearing Dog or Assistance Dog.
- (b) Only approved Service Dogs are permitted to be carried in the aircraft cabin on Qantas flights.

8.2 Booking

See **section 2.1(d)** for information about booking a flight with Qantas and the information that must be provided to Qantas at the booking stage.

8.3 Criteria for Carriage of a Service Dog in the Aircraft Cabin

A dog is permitted to travel in the aircraft cabin on a Qantas flight if it:

- is a Service Dog (Guide, Hearing or Assistance Dog) that has been trained to assist a person with a disability, to alleviate the effects of that disability; and
- has been trained and certified by a training organisation or trainer that:
 - is a full member of [Assistance Dogs International](#) (ADI); or
 - is approved under the [Queensland Guide, Hearing and Assistance Dogs Act 2009](#) (Queensland Act); and
- has a current Public Access Test (PAT) and meets the appropriate standards of hygiene and behaviour for an animal in a public place, including an aircraft cabin; and
- has not been declared a dangerous dog or restricted breed; and
- does not have an infectious disease or pose a threat to public health or the health of other animals; and
- does not exceed 45kg in weight; and
- does not exceed the applicable length limit for the operating aircraft cabin, as determined by Qantas during the application and booking process.

These are the minimum requirements that Qantas considers necessary to meet its civil aviation safety obligations.

Dogs undertaking Service Dog training may be permitted to travel in the aircraft cabin at Qantas' discretion if they are being trained by a training organisation or trainer that is a full member of ADI or approved under the Queensland Act, where the dog has achieved a standard suitable for travel on public transport, including an aircraft cabin, and the flight is being taken as part of the dog's final training or for the purpose of delivery. Review the [Service Dogs Conditions of Carriage](#) (Section C: Service Dogs Under Training) prior to completing the [Application Form](#).

8.4 Application Process

(i) If the dog meets the Criteria for Carriage

Only **approved** Service Dogs can be carried by Qantas in the aircraft cabin.

If the dog meets the [Criteria for Carriage](#), you will need to complete and submit an [Application Form](#) **at least 14 days prior to travel**. Once the Service Dog is approved, this form is valid for all future travel and you will not need to complete it every time you fly with the approved Service Dog, provided you inform us if there is any material change in your circumstances or those of the dog, such as the dog has retired due to age or illness.

(ii) Application Process if the dog does not meet the Criteria for Carriage

If the Service Dog has not been trained and certified by an organisation or trainer that is a full member of ADI or approved under the Queensland Act, we will

need [More Information](#) from you at least 14 days prior to travel (or 7 days prior to travel in the case of US flights) to determine if it is safe to carry the Service Dog in the aircraft cabin.

If the dog is not approved to travel in the aircraft cabin, it may be able to travel as a pet in the cargo hold with [Qantas Freight](#).

8.5 Identification Required at the Airport and on the Aircraft

- (a) You must produce the identity card issued by your training organisation or trainer for your Service Dog at the airport, and where requested, on board the aircraft. We also encourage you to carry a copy of the approval provided by Qantas for your dog to travel in the aircraft cabin and any other supporting documentation.
- (b) All documentation must be carried in your carry-on baggage at all times.
- (c) If you are unable to produce satisfactory identification or approval documentation at the airport upon request, the dog will not be permitted to travel in the cabin of the aircraft and alternative arrangements will need to be made.

8.6 Seating

(a) General

As part of Qantas' pre-flight editing seating allocation system, the Handler is assigned a suitable seat by Qantas. Any particular passenger preferences should be discussed with Qantas at the time of your booking.

(b) Premium Cabins – First Class, Business Class and Premium Economy

All requests for carriage of Service Dogs in Premium Cabins must be considered by Qantas prior to travel.

Service Dogs under training are not permitted to be carried in Premium Cabins. The Service Dog must be restrained and seated on the floor on the moisture absorbent mat as instructed by crew.

There are additional requirements for Service Dogs that exceed the applicable length limits. For more information, contact the [Specific Needs Assistance Line](#).

(c) Economy Class

Passengers are generally allocated extra room, often in the form of an additional seat next to them in Economy Class.

The Service Dog must be restrained and seated on the floor in front of the vacant seat on the moisture absorbent mat as instructed by crew. The seat cannot be occupied by the Service Dog.

There are additional requirements for Service Dogs that exceed the applicable length limits. For more information, contact the [Specific Needs Assistance Line](#) on 1800 177 474.

8.7 Fees and Charges for Service Dogs

(a) General

There are no special fare concessions for passengers travelling with an approved Service Dog. Approved Service Dogs and Service Dogs under training can travel in the aircraft free of charge, provided they comply with all of the [Service Dogs Conditions of Carriage](#).

There may be additional charges for Service Dogs that exceed the applicable length limit for the relevant aircraft cabin.

(b) Crates to the UK

A crate is required for travel of a Service Dog to the United Kingdom. The Handler is responsible for arranging the crate and for all costs associated with providing the

crate. The crate will be carried in the aircraft cabin free of charge to and from the UK.

8.8 Boarding and Disembarkation

- (a) If you are travelling with a Service Dog, you must have checked-in, have completed all security and immigration formalities (if applicable) and be at the departure gate:
 - (i) 40 minutes before departure at domestic terminals; or
 - (ii) 60 minutes before departure at international terminals (irrespective of whether the travel to be undertaken is a domestic or international sector of an international flight).
- (b) This is necessary to ensure we have sufficient time to assist you and your Service Dog to board the aircraft.
- (c) If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.
- (d) During busy periods, Qantas may experience delays in offering specific assistance (eg, Meet and Assist Services or wheelchair assistance if requested) so it may not be possible for Qantas to assist you to the gate by the above mentioned times. We will do our best to assist you to the gate in time for your scheduled flight provided that you check-in as early as possible for your flight at the requested time.

8.9 Transit Times

See **section 2.7** in relation to transit times for passengers with specific needs. Passengers should consider their specific needs to ensure that they have sufficient time to transfer between flights if required.

8.10 Service Dogs Conditions of Carriage

All Service Dogs are carried subject to the Service Dogs Conditions of Carriage. These conditions are available at qantas.com. (<https://www.qantas.com/au/en/travel-info/specific-needs/travelling-with-specific-needs/service-dogs/conditions-of-carriage.html>)

8.11 What if my dog is not approved for carriage in the aircraft cabin?

Dogs not approved for carriage in the aircraft cabin may be able to travel in the aircraft hold on certain Qantas flights under the Qantas Pets policy, which is available at qantas.com. (<https://www.qantas.com/au/en/travel-info/baggage/travelling-with-pets.html>)

8.12 Other Animals

- (a) Qantas does not carry any animals in the aircraft cabin, other than approved Service Dogs or Service Dogs under training.
- (b) All other animals may be carried in the aircraft hold (subject to size and weight limitations and other relevant terms and conditions eg, quarantine requirements etc).

8.13 Travel with other airlines

The above information is only for Qantas and QantasLink flights. Other airlines (including Qantas interline, codeshare and partner airlines) have varying policies relating to the carriage of Service Dogs. Some other airlines do not allow Service Dogs on certain flights. Therefore, Service Dogs must always be booked by the relevant operating carrier and passengers must make their own inquiries.

9. Access to the Aircraft, Onboard the Aircraft and Direct Assistance

It is important for all passengers to notify Qantas of their specific needs at the booking stage and confirm their needs at check-in to ensure, as far as possible, that they are provided the

level of assistance required (see **section 2.1** for further information about booking requirements).

9.1 At the Airport

(a) Meet and Assist Services

This service must be requested at the time of booking and generally commences once a passenger has checked-in.

On the day of travel, we may confirm whether you still require this service at the airport or onboard the aircraft.

Depending on the passenger's specific needs, the level of assistance will vary as follows:

- (i) assisting the passenger from check-in to the departure gate by airport wheelchair or people mover, and from the arrival gate to the baggage claim area;
- (ii) meeting the passenger at the departure gate to collect their Mobility Equipment (where possible); or
- (iii) meeting the passenger at the arrival gate to deliver their Mobility Equipment (where possible).

(b) People Movers

In larger airports, such as Brisbane, Melbourne and Sydney, people movers may be available to transport a passenger between check-in and departure/arrival gates. People movers may be supplied by the airport or Qantas, and availability will depend on the particular airport and operational requirements of each airport.

You should contact the [Specific Needs Assistance Line](#) if you have any queries about a particular airport or otherwise visit the airport website for further information.

9.2 Transfers for Passengers with Limited Mobility

(a) Qantas Approved Transfer Methods

For all flights within Australia, Qantas' approved transfer methods (ie, transfers between a passenger's own wheelchair, any airport or aisle wheelchair, and their aircraft seat) are:

- (i) Eagle Hoists/Lifters (where available). The passenger must be less than 200kg to be able to be transferred using this method*;
- (ii) slide board and slide sling. The passenger must be less than 150kg to be able to be transferred using this method*;
- (iii) Jony belt. The passenger must be less than 165kg to be able to be transferred using this method*; or
- (iv) sling. The passenger must be less than 127kg to be able to be transferred using this method*.

*Please note that the weight limits for the above transfer methods may be lower in certain airports, depending on the nature of the equipment available (eg, the weight limit could be 120/130kg). If you exceed 120/130kg, please contact the [Specific Needs Assistance Line](#) on 1800 177 474 for further information.

Eagle Hoists/Lifters are available at most airports in Australia.

You should contact the [Specific Needs Assistance Line](#) to see if an Eagle Lifter is available at the airport you will be using. From time to time, Qantas' Eagle Lifters may not be available (eg, if they are out of service). In this instance, an alternative approved transfer method will be used where possible or the passenger may be offered an alternative flight (where this is possible and available).

You can complete a passenger assistance brochure – ‘Let Us Assist You’ – to advise Qantas of your preferred transfer method. A copy of this form is available at qantas.com or you can call the [Specific Needs Assistance Line](#) to obtain a copy.

(b) **Stairs – use of QRamps, high lift vehicles and passenger lifters**

In some airports where aerobridges (ie, the bridge/arm between the aircraft and the airport terminal) are not available for boarding, Qantas will use QRamps, high lift vehicles or passenger lifters to assist a passenger with limited mobility between the tarmac and the aircraft door (where available).

9.3 In Flight

(a) **Boarding and disembarkation**

Passengers with specific needs will generally be pre-boarded before other passengers and passengers who require assistance will generally disembark after other passengers have disembarked the aircraft to enable Qantas to provide specific assistance to the passenger.

To enable pre-boarding, all passengers with specific needs must complete all security and immigration formalities (if applicable) and be at the departure gate:

- (i) 40 minutes before departure at domestic terminals; or
- (ii) 60 minutes before departure at international terminals (irrespective of whether the travel to be undertaken is a domestic or international sector of an international flight).

This is necessary to ensure we have sufficient time to assist you to board the aircraft.

If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.

During busy periods, Qantas may experience delays in offering specific assistance (eg, Meet and Assist Services or wheelchair assistance) so it may not be possible for Qantas to assist you to the gate by the above-mentioned times. We will do our best to assist you to the gate in time for your scheduled flight provided that you check-in as early as possible for your flight at the requested time.

If you need assistance to disembark the aircraft (for example, wheelchair assistance), you will disembark after other passengers have disembarked the aircraft. This is to ensure that Qantas can assist you in a private and dignified manner with your specific needs.

(b) **Safety Briefings**

(i) **Passengers who are deaf or have a hearing impairment**

Passengers who are deaf or have a hearing impairment will be provided with an individual safety briefing from Qantas.

(ii) **Passengers who are blind or have a vision impairment**

Passengers who are blind or have a vision impairment will be provided with an individual safety briefing from Qantas.

Braille safety instructions cards will generally be available provided the passenger advises Qantas in advance that they require this in Braille. QantasLink do not supply Braille safety instructions cards.

(iii) **Passengers with other specific needs**

Passengers with other specific needs should talk to their Cabin Crew about how their specific needs can be accommodated for the purpose of safety briefings (if this is required).

(c) **In-flight announcements**

(i) **Passengers who are deaf or have a hearing impairment**

Cabin Crew will provide individual updates (where operationally possible) to the passenger during the flight when announcements are made (particularly safety announcements).

Passengers who are deaf or have a hearing impairment should request assistance from Cabin Crew during the flight. However, there may be delays in providing assistance or this may not be available in certain situations (for example, because Cabin Crew are attending to safety-related tasks etc).

(ii) **Passengers who are blind or have a vision impairment**

Qantas ensures that all safety-related announcements (where operationally possible) are made over the loud-speaker or provides announcements on an individual basis.

Passengers who are blind or have a vision impairment should request assistance from Cabin Crew during the flight. However, there may be delays in providing assistance or this may not be available in certain situations (for example, because Cabin Crew are attending to safety-related tasks etc).

(iii) **Passengers with other specific needs**

Passengers with other specific needs should talk to their cabin crew about how their specific needs can be accommodated for the purpose of in-flight announcements, particularly safety-related announcement, if required.

Passengers with specific needs should request assistance from Cabin Crew during the flight. However, there may be delays in providing assistance or this may not be available in certain situations (for example, because Cabin Crew are attending to safety-related tasks etc).

(d) **In-flight entertainment**

Qantas provides captioning on some of the in-flight entertainment programs and movies. Qantas generally offers three subtitled or closed captioned English language movies on all Qantas services that have Audio Visual On Demand (**AVOD**) in-flight entertainment systems. This is in addition to a number of foreign language films with English subtitles available on long-haul aircraft (A380, B787 and A330) that are equipped with AVOD.

The closed captioned or subtitled movies or TV programs are generally identified within the in-flight entertainment package.

(e) **Food and drinks**

At the passenger's request and if time permits, Cabin Crew can read the meal menu prior to or during the meal service.

If requested, and if time permits, Cabin Crew can, for example:

- (i) explain where all the food is placed on the tray; or
- (ii) assist in opening packages.

However, there may be delays in providing assistance or this may not be available in all certain situations (for example, because Cabin Crew are attending to safety-related tasks etc).

An assistant or carer may be required if a passenger needs or wants to eat during the course of the flight but is unable to do so without assistance (see **section 2.5** for further information of when a carer is required).

- (f) **Toilets within the Aircraft Cabin (including Accessible Toilets)**
- (i) **Accessible toilets are available on Wide Bodied Aircraft**
- An accessible toilet is available on Qantas Wide Bodied aircraft – ie, Airbus 330s (A330), Airbus 380s (A380) and Boeing 787s (B787).
- (ii) **Accessible toilets are not available on Narrow Bodied Aircraft**
- Accessible toilets are not available on Narrow Bodied aircraft – ie, Boeing 717s (B717), Boeing 737s (B737), Embraer 190 (E190), Bombardier Dash 8s (Dash8) or Fokker 100s (F100) because of the size restrictions of the aircraft.
- (iii) **Other toilets**
- Other toilets on both Wide and Narrow Bodied Aircraft may be accessible by semi-ambulatory passengers who are able to manoeuvre themselves from the door using grab rails. However, non-accessible (ie, standard) toilets cannot accommodate a wheelchair due to size restrictions.
- (iv) **Location of toilets**
- The types and locations of on-board toilets are noted on the seating plan for each aircraft, which can be accessed at Seat Maps on [qantas.com](http://www.qantas.com). (<http://www.qantas.com/travel/airlines/in-the-air/global/en>)
- (v) **Carers**
- Where a passenger is not travelling with an assistant or carer, Cabin Crew can assist to and from the door of the aircraft toilet, but for health reasons, cannot assist the passenger within the toilet. An assistant or carer is required for a passenger who is unable to self-toilet and wants or needs to do so during the flight. See **section 2.5** for more information about Qantas' carer requirements.
- (g) **Colostomy Bags and Urine Vessels**
- (i) **Colostomy Bags**
- A colostomy bag is a bag that is attached to a person's bowel through an opening in the stomach wall to permit sanitary collection and disposal of faeces.
- On the aircraft, a colostomy bag can only be changed and/or disposed of in the aircraft toilet. This is because an odour will emit and present hygiene issues for adjacent passengers.
- As Cabin Crew are food service providers, they are not permitted to assist with toileting and personal hygiene or to empty or handle colostomy bags.
- An assistant or carer may be required if a passenger needs assistance with their colostomy bag during the course of the flight (see **section 2.5** for further information of when a carer is required).
- (ii) **Urine Vessels**
- A urine bag or bottle is a vessel that is generally attached to a catheter to permit sanitary collection and disposal of urine.
- As Cabin Crew are food service providers, they are not permitted to assist with toileting and personal hygiene or to empty urinary devices. However, Qantas aircraft carry suitable hygiene disposal bags within its hygiene kits for passengers who use catheters.
- Where a passenger is able to discreetly self-catheterise into a urine bag or bottle in their aircraft seat, they may do so. The passenger may then

request a hygiene disposal bag from Cabin Crew into which they may place the sealed bag or bottle of urine (but Qantas Cabin Crew cannot handle the urine bag or bottle themselves). Once this has been done, the passenger may pass the hygiene disposal bag to the Cabin Crew who can dispose of the hygiene disposal bag.

Passengers must not transfer urine from their urine bag or bottle into another vessel at their aircraft seat.

If the passenger's urine bag or bottle is not containerised (ie, sealed) the passenger cannot empty the urine into a container at their aircraft seat. The passenger must empty the urine bag or bottle in the aircraft toilet.

An assistant or carer may be required if a passenger needs assistance with their urine vessel during the course of the flight (see **section 2.5** for further information of when a carer is required).

9.4 Direct Assistance

Qantas offers a range of direct assistance to its passengers with specific needs in relation to the following areas:

(a) **Assistance with Bookings**

For further information see **section 2.1** – this section is tailored for categories of specific needs.

(b) **Assistance with Check-in**

For further information see **section 4.2**.

(c) **Assistance in proceeding to the gate for pre-boarding**

For further information see:

- (i) **section 2.7** for information about transferring between flights;
- (ii) **section 6.2** for facilities provided in airport terminals to assist passengers with specific needs;
- (iii) **section 7.8** for information about Qantas wheelchairs and aisle wheelchairs in the airport;
- (iv) **section 9.1(a)** for information about Meet and Assist Services;
- (v) **section 9.1(b)** for information about People Movers; and
- (vi) **section 9.2** for information about approved transfer methods.

(d) **Assistance with Boarding and Disembarking**

For further information see:

- (i) **section 7.5** for boarding for passengers with limited mobility;
- (ii) **section 8.14** for boarding for passengers with Service Dogs; and
- (iii) **section 9.2** for information about approved transfer methods; and
- (iv) **section 9.3** for pre-boarding for all passengers with specific needs.

(e) **Assistance through boarder/immigration/customs processes (where the passenger is flying internationally)**

For further information see:

- (i) **section 7.9** for information for passengers with limited mobility; and
- (ii) **section 9.1(a)** for information about Meet and Assist Services for passengers with specific needs generally.

(f) **Assistance with Stowing and Retrieving Baggage**

Generally, Qantas does not provide assistance to passengers with specific needs from the kerb to check-in and the baggage claim area to the kerb or transport (eg, car parks). For further information, see **section 3** regarding kerbside processes.

However, Qantas will assist, wherever possible, with stowing and retrieving baggage at the following stages in the travel process if required and requested:

- (i) at check-in once the passenger arrives at the check-in area. The passenger should identify themselves to Qantas, advise of their specific needs and ask for assistance with their baggage;
- (ii) between check-in and the departure gate – if required, Qantas can assist with carry-on baggage and Mobility Equipment that can be carried in the aircraft cabin (see **section 7**);
- (iii) on the aircraft – if required, Qantas Cabin Crew can assist with stowing and retrieving carry-on baggage and Mobility Equipment that can be carried in the cabin. See **section 7.12** for transfer and storage of Mobility Equipment; and
- (iv) between the arrival gate and baggage claim – if required, Qantas can assist with carry-on baggage to the baggage claim area and Mobility Equipment that can be carried in the aircraft cabin (see **section 7**).

This may involve arranging Meet and Assist Services (see **section 9.1(a)** for information about Meet and Assist Services).

For further information on the stowing and carriage of Mobility Equipment see **section 7**.

(g) **Assistance with moving to and from an aircraft toilet**

Where passengers are not travelling with an escort or carer, Cabin Crew can assist to and from the door of the aircraft toilet. However, Cabin Crew are not able to assist with transfers from the toilet door to the toilet. A carer is required for a passenger who is unable to self-toilet and needs to do so during the flight (see **section 2.5** for further information of when a carer is required).

(h) **Assistance with proceeding to the general public area, or in some cases, to a representative of another carrier**

For further information see **section 2.7**.

(i) **Assistance with transfers from own mobility aid to mobility aids provided by Qantas**

For further information about transfer methods see **section 9.2**.

(j) **Assistance with meals and inquiring periodically during a flight about a person's needs**

For further information about assistance with meals see **section 9.3(e)**.

For further information about safety briefings and in-flight announcements see **sections 9.3(b)** and **9.3(c)**.

(k) **Briefing individual passengers and their carers on emergency procedures and layout of aircraft cabin**

For further information about safety briefings and in-flight announcements see **sections 9.3(b)** and **9.3(c)**.

(l) **Assistance in transferring to a connecting flight**

For further information see **section 2.7**.

For assistance to be provided, Qantas must be advised of a passenger's specific needs in advance – ie, at the booking stage, at check-in and at other stages in the travel experience. Qantas recommends that passengers or their carers actively provide as much information

about the passenger's specific needs as passengers or their carers are in the best position to advise Qantas of the passenger's specific needs. The most useful way that this information can be provided is using Qantas' 'Let Us Assist You' brochure, which should be carried with the passenger in their carry-on baggage at all times while travelling with Qantas.

However, there may be delays in providing assistance or this may not be available in certain situations (eg, because Cabin Crew are attending to safety-related tasks or for other operational reasons etc).

9.5 How to obtain advice on how to deal with an issue that arises unexpectedly or to obtain further information

- (a) Before arriving at the airport, passengers can contact the [Specific Needs Assistance Line](#) for further information.
- (b) At the airport, you may seek assistance from any Qantas staff member at either the check-in counter, at service desks, at the gate or on the aircraft.

10. Service Delivery

10.1 Security Environment

- (a) Please be aware that a heightened threat level applied to an airport or the industry as a whole could lead to challenges to the delivery of the level of specific assistance described in this Facilitation Plan.
- (b) Where possible, Qantas will adjust the provision of services to meet passenger needs during a period of heightened security.

10.2 Staff Training

Qantas staff complete a comprehensive training package, specially developed to assist staff to feel more comfortable, confident and prepared when assisting passengers with disability. The aim of this training is to equip staff with the skills and knowledge to provide appropriate assistance to people with a range of disabilities throughout their travel experience.

10.3 Staff Proficient in AUSLAN

Where a staff member is proficient in AUSLAN, they will have a logo on their name badge.

11. Communication Strategies

11.1 Communication of passengers' specific needs

- (a) As set out above, Qantas recommends that passengers or their carers actively provide as much information to Qantas about the passenger's specific needs as possible at the time of booking and at other times during their interactions with Qantas. Passengers and their carers are in the best position to advise Qantas of the passenger's specific needs.
- (b) The most useful way that passengers can provide this information is by using Qantas' 'Let Us Assist You' brochure. The 'Let Us Assist You' brochure is a passenger checklist that has been designed to act as a summary for passengers travelling with Mobility Equipment or to explain their specific needs. It is not mandatory for passengers to complete the 'Let Us Assist You' brochure but is recommended that you do so. It provides a summary of useful information for passengers, as well as information that passengers are likely to be asked at booking and/or on the day of travel. The information will assist Qantas in relation to helping with assembling and disassembling wheelchairs and with transfers in the airport and during the flight.
- (c) We recommend that you bring the completed brochure with you to check-in and keep it with your carry-on baggage and other travel documents, for example your passport, so it is readily available if required for reference throughout your journey.
- (d) The more information we have, the better we are able to provide you with the service and assistance you need.

- (e) Qantas' systems means that we cannot guarantee that all information provided by the passenger at various stages in the travel experience will be passed on to all relevant departments and staff and the relevant staff member may not always have details of your specific needs to hand.
- (f) For that reason, we rely on the passenger (or their carer) to provide all information necessary to assist Qantas to accommodate and assist with their specific needs at all stages in the travel experience (eg, check-in, in the airport and on the aircraft).

11.2 Seeking further information

- (a) Passengers requiring further information should go to qantas.com or contact the [Specific Needs Assistance Line](#).
- (b) For information regarding flights to and from the US, see [qantas.com](http://www.qantas.com/travel/airlines/non-discrimination-travel-usa/global/en). (<http://www.qantas.com/travel/airlines/non-discrimination-travel-usa/global/en>).

11.3 Providing Feedback to Qantas

- (a) Qantas welcomes both positive and negative feedback about a passenger's travel experience, including passengers with specific needs.
- (b) Feedback can be provided to Qantas by the following methods:
 - (i) online – (www.qantas.com/assistme)
 - (ii) by telephone (0900 to 1700 AEST, 7 days per week) to Qantas Customer Care on 1300 659 161 (or +61 2 9067 1620 if calling from outside Australia);
 - (iii) by the National Relay Service (24 hours per day, 7 days per week):
 - (A) For TTY users phone 133 677 (or +61 3 4313 7692 if calling from outside Australia) then ask for Qantas Customer Care on 1300 659 161 (or +61 2 9067 1620 if calling from outside Australia);
 - (B) Voice Relay (formerly Speak and listen) users phone 1300 555 727 (or + 61 3 4313 7690 if calling from outside Australia) then ask for Qantas Customer Care on 1300 659 161 (or +61 2 9067 1620 if calling outside Australia).

You must be [registered](#) with the National Relay Service to access their service.

11.4 Complaints procedures

- (a) Passengers can make complaints by the means set out in **section 11.3**.
- (b) Qantas Customer Care operates 0900 to 1700 AEST, 7 days per week.

11.5 Response to complaints

- (a) Qantas will, wherever possible, endeavour to respond to and try to resolve the complaint as quickly as we can. However, complicated matters may take longer to respond to and try to resolve.

12. QantasLink

- (a) QantasLink is part of the Qantas Group and operate Qantas' regional airline flights.
- (b) However, QantasLink operates from small airports and has different aircraft types and operating requirements to Qantas. This means that there may be different arrangements for passengers with specific needs.

13. Continuous Improvement

- (a) Qantas is committed to a process of continuous improvement, including for passengers with specific needs. However, there are some limitations on what can be achieved within Qantas' operational arrangements and operating environment.

- (b) Our most up to date specific needs policy can be found on our Specific Needs page on qantas.com (<http://www.qantas.com.au/travel/airlines/special-travel-needs/global/en>).