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# DISABILITY ACCESS FACILITATION PLAN

## FOR

### QANTAS AIRWAYS LIMITED

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# 1. INTRODUCTION

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.

Qantas actively consults with various disability groups and plays an active role in raising disability awareness amongst our staff and in the community. Qantas has prepared this 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 of the passenger. This will enable each passenger to access information which is relevant to their particular needs.

Qantas will do all it can to provide the assistance outlined in this Facilitation Plan, however, operational requirements and unforeseen circumstances might mean that is not possible on occasion.

As passengers will appreciate, Qantas is bound by civil aviation safety requirements and other regulatory requirements. These requirements impact on certain of Qantas' procedures described in this Facilitation Plan including the carriage of service dogs and seating in exit rows.

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.

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## 2. RESERVATION AND PRE-FLIGHT PLANNING

### 2.1 Booking a Flight with Qantas

#### (a) Passengers using mobility aids or with limited mobility

##### (i) Booking Methods

There are three methods of booking a flight with Qantas for passengers using mobility aids or with limited mobility, booking via:

- (A) the internet on [www.qantas.com](http://www.qantas.com);
- (B) telephone on **13 13 13**; or
- (C) a travel agent.

##### (ii) Preferred Booking Method

Qantas' preferred booking method is via [www.qantas.com](http://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) what level of assistance, if any, is required. The levels of assistance required is reflected in the following recognised IATA codes:
  - (I) **WCHR – wheelchair ramp** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers are able to ascend and descend steps unassisted and can make their own way within the aircraft cabin to/from their seat. These passengers do not travel with mobility aids. For example, elderly passengers;
  - (II) **WCHS – wheelchair step** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers can make their own way within the aircraft cabin to/from their seat. These passengers travel with mobility aids. For example, passengers with walking frames, canes or crutches;
  - (III) **WCHC – wheelchair cabin** – this code is used for passengers who need assistance due to the distance to/from the aircraft for example between check-in and gate. These passengers cannot

ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers are immobile and may require assistance with transfer into/out of the aircraft seat. These passengers travel with mobility aids. For example, passengers with manual or electric wheelchairs.

- (B) if you are travelling with a mobility aid, the type of mobility aid you are travelling with (electric or non-electric);
- (C) if the mobility aid is electric, what type of battery is used (gel cell (dry), wet non spillable, wet spillable or lithium ion battery) (for further information about batteries see section 7.5(b));
- (D) whether the mobility aid is collapsible;
- (E) the dimensions (in adjusted or disassembled state) and the weight of the mobility aid;
- (F) whether any medical assistance will be required; and
- (G) whether you are travelling alone or with an assistant or carer.

A useful checklist for the information you will need to provide is contained in Qantas' 'Let Us Assist You' brochure on [www.qantas.com](http://www.qantas.com). Alternatively, call 13 13 13 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.

You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

If your travel includes a transit, we may request for your transit time to be extended in order to facilitate the transfer of your mobility aid.

(iv) How to provide information about your specific needs

- (A) If you Book by the internet [www.qantas.com](http://www.qantas.com)  
Contact Qantas on 13 13 13 immediately after you have purchased your ticket to confirm your specific arrangements.
- (B) If you book by telephone 13 13 13  
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 recorded by Qantas.

We also recommend contacting Qantas on 13 13 13 to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

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

(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](http://www.qantas.com);
- (B) telephone on **13 13 13**; or
- (C) a travel agent.

(ii) Preferred Booking Method

Qantas' preferred booking method is via [www.qantas.com](http://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 or have a vision 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; and
- (C) whether you are travelling alone or with an assistant or carer.

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

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.

You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

- (iv) How to provide information about your specific needs
  - (A) If you Book by the internet [www.qantas.com](http://www.qantas.com)

Contact Qantas on 13 13 13 immediately after you have purchased your ticket to confirm your specific arrangements.
  - (B) If you book by telephone 13 13 13

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 recorded by Qantas.

We also recommend contacting Qantas on 13 13 13 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](http://www.qantas.com);
  - (B) the National Relay Service.
    - (I) For **TTY users** phone **133 755** (or +61 7 3815 7799 if calling from outside Australia) then ask for Qantas **13 13 13**.
    - (II) For **Speak and listen (speech-to-speech relay) users** phone **1300 555 727** (or + 61 7 3815 8000 if calling from outside Australia) then ask for Qantas **13 13 13**.
  - (C) a travel agent.
- (ii) Preferred Booking Method

Qantas' preferred booking method is via [www.qantas.com](http://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; and
- (C) whether you are travelling alone or with an assistant or carer.

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.

You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

(iv) How to provide information about your specific needs

- (A) If you Book by the internet [www.qantas.com](http://www.qantas.com)

Contact Qantas on 13 13 13 immediately after you have purchased your ticket to confirm your specific arrangements.

- (B) If you book by telephone 13 13 13

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 recorded by Qantas.

We also recommend contacting Qantas on 13 13 13 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 service dogs, booking via:

- (A) the internet on [www.qantas.com](http://www.qantas.com);
- (B) telephone on **13 13 13**; or



(C) a travel agent.

If you are travelling to/from the United Kingdom, you must book at least seven days prior to departure and you must provide a collapsible crate (see section 8.11(b) below).

(ii) Some service dogs have standing approval from the Civil Aviation Safety Authority (**CASA**) to travel with their owners in the aircraft (see section 8). If you have a service dog that does not have a standing approval from CASA Qantas recommends that that booking is made as far in advance as possible and certainly no less than 14 days before departure to allow sufficient time for the service dog to be assessed for the flight. Please note that it could take longer than 14 days for the process to take place and Qantas cannot make any guarantees that the service dog will be approved in that time.

(iii) Preferred Booking Method

Qantas' preferred booking method is via [www.qantas.com](http://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.

(iv) 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 a service dog (as it impacts on seating allocation and because Qantas needs to arrange for a moisture absorbent mat to be on the aircraft);
- (B) if you are travelling with a CASA pre-approved service dog (see section 8.2(a) or further information) – you will need to request, complete and return the relevant form (Application Form A);
- (C) if you are travelling with a non-CASA pre-approved service dog (see section 8.2(b) for further information) – you will need to request, complete, and return the relevant form (Application Form B); or
- (D) whether you are travelling alone or with an assistant or carer.

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. In particular, Qantas may not be able to arrange appropriate seating allocation and may not have the necessary moisture absorbent mat required for all service dogs to be able to allow you to travel on your scheduled flight.

You may be required to complete a Travel Clearance Form in some circumstances (for example, a medical clearance) (see section 2.2 below for further details).

(v) How to provide information about your specific needs

- (A) If you Book by the internet [www.qantas.com](http://www.qantas.com)
- Contact Qantas on 13 13 13 immediately after you have purchased your ticket to confirm your specific arrangements. Make sure you also request that a Application Form A or Application Form B is provided to you. You must also return the completed form to Qantas Direct Customer Operations by faxing to +61 2 9691 0666.
- (B) If you book by telephone 13 13 13
- You can provide information about your specific arrangements to the Sales Consultant who makes your booking. Make sure you also request that an Application Form A or Application Form B be provided to you. You must also return the completed form to Qantas Direct Customer Operations by faxing to +61 2 9691 0666.
- (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 recorded by Qantas.
- We also recommend contacting Qantas on 13 13 13 to confirm that the travel agent has correctly notified Qantas of your specific arrangements.
- You will also need to make sure that a Application Form A or Application Form B is provided to you – the travel agent can make that request, or you can contact Qantas directly to request the provision of the form. You must also return the completed form to Qantas Direct Customer Operations by faxing to +61 2 9691 0666.

**(e) Passengers who require oxygen**

Qantas can organise for the supply of oxygen cylinders onboard if the use of oxygen is required by the passenger. 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 for use on board.

Oxygen must be requested in advance 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](http://www.qantas.com);
- (B) telephone on **13 13 13**; or

(C) a travel agent.

(ii) Preferred Booking Method

Qantas' preferred booking method is via [www.qantas.com](http://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.

You can contact Qantas Direct Customer Operations on +61 2 9304 7974 for further information and assistance about oxygen.

If you do not provide 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.

You will be required to complete a Travel Clearance Form (see section 2.4 below for further details).

(iv) How to provide information about your specific needs

(A) If you Book by the internet [www.qantas.com](http://www.qantas.com)

Contact Qantas on 13 13 13 immediately after you have purchased your ticket to confirm your specific arrangements.

You can contact Qantas Direct Customer Operations on +61 2 9304 7974 for further information and assistance.

(B) If you book by telephone 13 13 13

You can provide information about your specific arrangements to the Sales Consultant who makes your booking.

You can contact Qantas Direct Customer Operations on +61 2 9304 7974 for further information and assistance.

(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 recorded by Qantas.

You can check your booking by contacting Qantas on 13 13 13 to confirm that the travel agent has correctly notified Qantas of your specific arrangements.

If you require more specific details contact Qantas Direct Customer Operations on +61 2 9304 7974 for further information and assistance.

## 2.2 Group Bookings

Generally, Group bookings can be completed in the same way as set out in section 2.1 above.

However, there are additional requirements for group bookings including that:

- (a) depending on the aircraft type, we may need to consider additional arrangements in relation to the Cabin Crew/WCHC (see section 7.2(c) below) passenger ratio and also any limits on the number of mobility aids that can be carried due to cargo space restrictions; and
- (b) group bookings must be made as soon as possible and at least 24 hours before the departure time of the flight.

You should call **13 26 24** to make enquiries about group bookings prior to making any booking. A group is any party larger than ten passengers.

## 2.3 Seating Allocation for passengers with specific needs

As part of Qantas' seating allocation system, pre-flight editing ensures the appropriate seats are allocated to passengers with specific needs, including:

- (a) passengers with specific needs are not seated in the exit rows (due to Civil Aviation Safety Authority (**CASA**) requirements);
- (b) ensuring, where possible, that aisle seats with moveable armrests are allocated to passengers with mobility impairments;
- (c) where a customer requires an Eagle Hoist, allocating right hand side seating due to the functionality of the Eagle Hoist
- (d) in Economy Class (not Business Class or Premium Economy), where possible blocking seats next to passengers travelling with Service Dogs where there is a seat available. For passengers travelling in Business Class and Premium Economy, the service dog is able to sit at the passenger's feet;
- (e) 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; or
- (f) where there is an accessible toilet available on the aircraft, the pre-flight editing will automatically seat you near the accessible toilet.

Passengers can request particular seating requirements at the time of making a booking or at check-in. Where possible, Qantas will attempt to accommodate seating requests, including a window seat where passengers are able to self-transfer.

Please confirm or request your preferred seat check-in (for example, if you would prefer to be seated on the right-side of the plane 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 it may not be possible to accommodate all seating requests.

## 2.4 Medical Clearances (MEDA Clearance)

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.

### (a) When is a medical clearance required?

A medical clearance is required in the following circumstances:

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

Note: Continuous Positive Airways Pressure (CPAP) devices do **NOT** need a medical clearance. Arrangements can be made by downloading and completing the CPAP Clearance form and faxing to Qantas Direct Customer Operations on +61 2 9691 0666. This form also lists the current CPAP devices authorised for use on Qantas aircraft.

### (b) 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 found at <http://www.qantas.com.au/infodetail/flying/beforeYouTravel/mediform.pdf> or you can ask for a copy from Qantas on 13 13 13.

Once completed, the form should be faxed to Qantas Direct Customer Operations on +61 2 9691 0666 for assessment in consultation with Qantas Medical Services, up to 72 hours (three days) before travel.

If you do not provide the 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) toilet and sanitary requirements both on the aircraft and on the ground;
- (ii) inflight and ground emergencies;
- (iii) carriage of carryon baggage and/or equipment;
- (iv) medicating and medical procedures;
- (v) food and beverage consumption;
- (vi) immigration and customs procedures;
- (vii) boarding and disembarkation; and
- (viii) if required, to provide information and physical assistance with transfers and assembling/disassembling specialised mobility aids.

**(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. This is primarily for seating allocation purposes to ensure the assistant or carer is able to travel on the same flight as the passenger.

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

**Eligibility for Discounts**

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

- (i) a Carer Concession photographic identification card issued by the [National Information Communication Awareness Network \(NICAN\)](#);
- (ii) a Centrelink Pensioner Concession Card with blind entitlement; or
- (iii) a Travel Pass for Person with Vision Impairment issued by either New South Wales, Victoria, Queensland, South Australia, Western Australia, Tasmania or Northern Territory.

**Carer Concession Cards**

NICAN administers the Carer Concession Card on behalf of Qantas.

You can apply for a Carer Concession Card through NICAN. The Carer Concession Card is a photo identification card which is valid for three years and has an administration fee of AU\$27.50 (including GST).

For further information and an application form contact NICAN:

Unit 5  
48 Brookes Street  
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Phone: (02) 6241 1220  
Fax: (02) 6241 1224

Email: [info@nican.com.au](mailto:info@nican.com.au)  
website: <http://www.nican.com.au/general/contact.asp>

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

#### **Discounts in certain circumstances**

Subject to the conditions set out below, Carer Concession cardholders and one nominated assistant or carer will receive the following discounts for Qantas domestic travel within Australia:

- (i) Economy Class Travel for Qantas Carer Concession Cardholders – 10% discount on domestic Economy Class fares;
- (ii) Economy Class Travel for Nominated Carers – 50% discount on domestic Economy Class fares;
- (iii) Business Class Travel for Qantas Carer Concession Cardholders – 50% discount on domestic Business Class fares when D class is available;
- (iv) Business Class Travel for Nominated Carers - 50% discount on Business Class fares when D class is available.

#### **Conditions for Discounts**

Qantas reserves its rights to replace, rescind, remove or vary the discounts its 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:

- (i) all discounts are subject to booking class availability;
- (ii) bookings for the cardholder and their nominated assistant or carer must be made at the same time and both bookings must be made using the Card in order to obtain the discount;
- (iii) fare conditions for NICAN fares apply and not the fare rules of the published fare type. One free name change for the Nominated Carer is permitted;
- (iv) the Qantas Booking Fee for booking by telephone is not payable on bookings made using a Qantas Carer Concession Card;
- (v) discounts are not available:

- (A) on international travel;
- (B) on flights operated by any of Qantas' alliance partners; or
- (C) in conjunction with any other concessional airfare for example, airfares for children and seniors.

For further information, go to [www.qantas.com](http://www.qantas.com) or call 13 13 13.

## **2.6 Retaining Information about a passenger's individual needs**

Qantas does not 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.

This means that you will be required to provide information about your specific needs each time you book a flight with Qantas.

## **2.7 Transferring between flights**

You must check-in, have completed all security and immigration formalities (if applicable) and be at the departure gate:

- (a) 40 minutes before departure at domestic terminals, or
- (b) 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).

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.

Generally, for passengers transferring between flights, the minimum period for passengers with specific needs is the same as that for other passengers.

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 a mobility aid must be pre-boarded and is de-boarded last on all flights, their mobility aid must be transferred between aircraft and meet and assist services will need to be able to transfer the passenger in the given time).

Passengers should also allow time to transfer between terminals (if relevant).

You should contact Qantas on 13 13 13 if you have any questions regarding transfers between flights.

For more information about transit times, you can contact Qantas on 13 13 13. Where operationally possible, Qantas will assist you to meet any onward flight regardless of the carrier. However, during busy periods you may experience delays. This possible delay should be factored in to your travel arrangements.



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## 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 specific needs 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.

### 3.2 Limited Assistance from the kerb to check-in

Qantas does not provide assistance to passengers with specific needs from the kerb to check-in.

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).

On the day, Qantas may be able to assist a passenger if an assistant, carer or driver advises a Qantas staff member in the terminal that the passenger requires assistance, including providing wheelchair assistance from the kerbside vehicle to check-in. Whether Qantas can do so will depend on its resources and operational restrictions on the day of the flight (for example, staff and mobility aid availability).

Qantas does not assist with transfers between a vehicle and a wheelchair.

Kerbside assistance is not guaranteed and passengers should make their own arrangements.

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

Passengers with specific needs should proceed directly to the queue for the check-in counter or, if available, to the service desk.

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.

In larger airports, there may also be a service desk area that can be used by passengers with specific needs. Passengers should feel free to approach the service desk to request assistance. Subject to resources, passengers will be assisted with check-in. Because it is subject to resources, 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.

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.

See section 4.1 for more information.

### 3.4 Assistance from baggage claim to kerbside

Qantas does not provide assistance to passengers with specific needs from baggage claim to the kerb.

Passengers need to make their own arrangements for assistance from baggage claim to the kerb if required (for example, ask a carer, family member or friend to meet you at the airport).

On the day, Qantas may be able to assist a passenger if requested, including providing wheelchair assistance from baggage claim to the kerbside vehicle. Whether Qantas can do so will depend on its resources and operational restrictions on the day of the flight (for example, staff and mobility aid availability).

Qantas does not assist with transfers between a vehicle and a wheelchair.

Please note that this assistance is not guaranteed and passengers should make their own arrangements. Qantas is not able to provide assistance to the car park.

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## 4. CHECK-IN

### 4.1 Time for check-in for passengers with specific needs

For departures within Australia, passengers with specific needs are required to be at the airport:

- (a) 60 minutes before departure at domestic terminals; or
- (b) 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).

For departures from overseas airports, check with the local Qantas office and allow an extra 30 minutes in addition to the normal check-in time.

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.

### 4.2 Assistance with check-in

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.

Passengers with specific needs are able to check-in using the kiosk and on-line check-in facilities. However, instead of a boarding pass being produced the passenger will receive a check-in confirmation card. The passenger must approach a check-in counter or service desk for a boarding pass and to ensure that the seating is appropriate for their needs and to confirm their specific needs (including providing any documentation required to travel with Qantas for example, a travel clearance form).

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.

In larger airports, there may also be a service desk area that can be used by passengers with specific needs. Passengers should feel free to approach the service desk to request assistance. Subject to resources, passengers will be assisted with check-in. Because it is subject to resources, 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.

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 are encouraged to advise Qantas of their specific needs to ensure we can assist the passenger as much as possible. For example, a passenger with a hearing impairment who wishes to request assistance should identify themselves to Qantas to ensure that Qantas can assist with their assistance needs and advise of any announcements via alternative means such as in writing.

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.

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. Also see section 6 below for further information.

### **4.3 Unexpected changes to travel plans**

Wherever possible, passengers with specific needs will be assisted in the event of any unexpected change to their travel plans – for example:

- (a) where a flight is cancelled due to bad weather; or
- (b) where there is a change to the size or type of an aircraft.

Depending on the change, Qantas will do what it can to assist you (for example, to move you to another suitable flight).

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## 5. SECURITY SCREENING

Prior preparation by passengers is essential to ensure smooth security processing.

### 5.1 Airports where Qantas is responsible for security screening

As of December 2010, Qantas is the designated passenger and baggage screening authority at 20 domestic airports in Australia: Ayers Rock, Brisbane Qantas Domestic Terminal, Coffs Harbour, Gove, Hamilton Island, Hervey Bay, Hobart, Kalgoorlie, Karratha, Launceston, Mackay, Maroochydore, Melbourne Terminal 1, Newman, Paraburdoo, Perth Terminal 2, Port Hedland, Proserpine, Rockhampton, Sydney Domestic Terminal 3 (including Seamless Transfer Facility at Sydney International Terminal). This is subject to ongoing update and change.

Qantas is not responsible for security screening at any other airports and/or terminals in Australia. If you require further information about security screening, you should contact the relevant airport for that information.

Qantas is not responsible for screening international flights.

### 5.2 Security screening conducted by Qantas

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**) where the screening officer takes samples from the passenger's clothing and baggage for testing.

Qantas contributes to the development of, and complies with, the *Screening Practice Guidelines for People with Disabilities*. These practices are in accordance with Regulation 4.17 of the *Aviation Transport Security Regulations 2005* (Cth) and the Qantas Group Transport Security Plan, as approved by the Office of Transport Security.

Qantas is required to comply with the mandatory provisions of the Methods Techniques and Equipment for Screening. This document is issued, and subsequently audited against, by the Australian Office of Transport Security. Qantas procedures are in line with this document.

All Qantas security screeners are trained in relation to disability awareness and the Screening Guidelines for People with Disabilities.

A passenger's personal effects must be screened as per carry on baggage.

#### (a) Passengers with Mobility Aids (walking frames, crutches, canes, wheelchairs)

Mobility aids must be screened and may require X-Ray and/or a physical search and/or ETD testing. Screening points have chairs and mobility assistance available for you during this process.

Passengers using wheelchairs will undergo screening by way of a pat down search by a security officer. Private screening rooms are available upon request.

#### (b) Passengers with medical implants (for example, pacemakers, cochlear implants)

Passengers with medical implants must 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 will undergo screening by way of a pat down search by a security officer. Under the Regulations, security officers must also visually inspect the device. Private screening rooms are available upon request.

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

Passengers with artificial limbs or prosthesis must advise the screening officer and may request separate screening to enable them entry into the sterile area of the airport.

Passengers will undergo screening by way of a pat down search by a security officer. Under the Regulations, security officers must also visually inspect the artificial limb or prosthesis. Private screening rooms are available upon request.

**(d) Passengers with service dogs**

Passengers with service dogs must provide their identification documents to the screening officer and may request separate screening.

The passenger and the service dog will undergo screening by way of a pat down search by a security officer. Private screening rooms are available upon request.

### **5.3 Documents required by passengers for screening process**

Qantas recommends that passengers with specific needs (such as a disability, medical implants, artificial limbs or prosthesis, medical conditions) ensure that all relevant documents are in their carryon baggage. This may include a recent and detailed medical certificate or a letter from the passenger's medical practitioner which:

- (a) identifies their existing and current medical condition; and
- (b) what is required/relevant to their medical condition (for example, that is necessary to carry an oxygen cylinder and details of that cylinder, has a pacemaker, needs to carry certain medications).

You should ensure that as much detail is given by the medical practitioner as possible (for example, that the medication or item is required during the flight, the volume of medication required over a particular period of time, why the medication is needed).

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.

For further information, passengers can contact the Office of Transport Security via [www.infrastructure.gov.au](http://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 Qantas has no discretion to waive the requirement regardless of the circumstances.***

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## 6. AIRLINE TERMINAL FACILITY

### 6.1 Which airports and terminals is Qantas responsible for?

Qantas is responsible for the terminal facilities in Qantas domestic terminals in Brisbane, Launceston, Melbourne (Terminal 1), Perth (Terminal 2) and Sydney (Terminal 3).

In those airports and terminals, Qantas is taking active steps to ensure compliance with the Disability Standards for Accessible Public Transport. A summary of some of the facilities in place are set out below.

In all other airports and terminals Qantas is not responsible for the facilities provided in those airports. You should refer to the relevant airport facilitation plan for further information.

### 6.2 Facilities provided by Qantas

Qantas has developed Airport Plans for each of the domestic terminals that Qantas operates in Brisbane, Melbourne, Perth and Sydney. The Airport Plans identify, amongst other things:

- (a) accessible toilets;
- (b) lifts and escalators;
- (c) shops, services and amenities;
- (d) baggage services;
- (e) transport; and
- (f) Qantas lounges.

**The Airport Plans are attached at the back of this Plan at section 15.**

In addition to Qantas' Meet and Assist service, Qantas provides the following facilities to passengers with specific needs:

#### **(g) Accessible pathways through the terminal from check-in to departure gates**

In those terminals for which Qantas is responsible, Qantas have in place accessible pathways from check-in to the departure gates which are generally indicated by relevant signage. Where this is not the case, direct assistance through Qantas' Meet and Assist service is provided.

#### **(h) Hearing Loops**

In the airport terminals currently leased by Qantas, hearing loops are provided in some areas in Sydney Terminal 3 and Perth Terminal 2. Signage is visible to indicate where hearing loops are available. The hearing loops are also identified on the Airport Plans for Sydney Terminal 3 and Perth Terminal 2 as '*Assisted Hearing System*' (see section 15).

Currently there are no hearing loops installed in Melbourne or Brisbane.

However, direct assistance is available through Qantas' meet and assist services (provided the passenger notifies Qantas in advance of their specific needs).

In all other airports where Qantas operates, common user facilities are utilised and it is the responsibility of the individual airport owner to provide facilities for members of the

community, including people with specific needs. You should refer to the relevant airport facilitation plan (if any) for further information.

**(i) Flight Information and Displays**

Qantas terminals have many Flight Information Display Screens (**FIDS**) throughout the public areas to communicate flight arrival and departure times, boarding calls, 'flight landed' information and gate numbers.

The FIDS also have the capacity to provide emergency warning information in the event of an incident in the terminal. This is to ensure that passengers and visitors with hearing difficulties are able to receive visual messaging.

Public address announcements are also made by Qantas staff or alternatively, airport staff.

**(j) Tactile Components**

There are various tactile components at each terminal including Braille signage, high contrast designs, easily read fonts, tactile ground surface indicators and other way finding assistance.

**(k) Accessible Toilets**

The terminals for which Qantas is responsible all have accessible toilets which are identified by relevant signage.



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## 7. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS & MEDICAL EQUIPMENT

### 7.1 Booking

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

### 7.2 Categories of assistance required

Qantas categorises the assistance required due to limited mobility using the following recognised IATA codes:

- (a) **WCHR – wheelchair ramp** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers are able to ascend and descend steps unassisted and can make their own way within the aircraft cabin to/from their seat. These passengers do not travel with mobility aids. For example, elderly passengers;
- (b) **WCHS – wheelchair step** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers can make their own way within the aircraft cabin to/from their seat. These passengers travel with mobility aids. For example, passengers with walking frames, canes or crutches;
- (c) **WCHC – wheelchair cabin** – this code is used for passengers who need assistance due to the distance to/from the aircraft for example between check-in and gate. These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers are immobile and may require assistance with transfer into/out of the aircraft seat. These passengers travel with mobility aids. For example, passengers with manual or electric wheelchairs.

### 7.3 Carriage of Mobility Equipment and Transferring From Mobility Equipment

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 aid at the time of booking.

There are size restrictions for the carriage of mobility equipment (see section 7.4 below).

#### (a) 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.

**(b) Walking frames**

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

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

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

**(c) Manual Wheelchairs**

Manual wheelchairs must be stowed in the aircraft hold.

In all airports other than Brisbane airport, the passenger is 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.

**(d) Electric Wheelchairs**

Electric wheelchairs must be stowed in the aircraft hold.

The passenger may transfer from their electric wheelchair 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 electric wheelchair 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 transfer at the departure gate cannot be guaranteed. This is because electric wheelchairs may need to be disassembled or otherwise prepared for carriage on the flight (for example, battery disconnected and removed) and it may not be possible for all passengers to transfer from their electric wheelchair at the gate.

For more information on electric Mobility Aid batteries, see section 7.5(b) below.

## **7.4 Boarding**

You must complete all security and immigration formalities (if applicable) and be at the departure gate:

- (a) 40 minutes before departure at domestic terminals; or
- (b) 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 and to load your mobility aid into the aircraft hold.

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.

## 7.5 Mobility Equipment Restrictions

### (a) Restrictions for Mobility Aids – Narrow Bodied Aircraft

Due to the size restrictions of the 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 manual sporting wheelchairs:

Aircraft Type	Maximum Dimensions (in adjusted state)		
	Width	Height	Length
<b>Boeing 737</b>	100cm	84cm	125cm
<b>Bombardier Dash 8</b>	85cm	130cm	115cm
<b>Boeing 717</b>	129cm	69cm	100cm
<b>F100</b>	125cm	75cm	125cm

Where a mobility aid is a manual wheelchair and weighs under 32 kgs, the following dimensions can be applied to all aircraft types for example, three wheel manual-sporting wheelchair:

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

Due to safety restrictions and cargo hold limits, there is also a limit of one electric wheelchair per flight on the Narrow Bodied Aircraft types set out above.

If a passenger's mobility equipment does not fit within the above allowable dimensions (after being adjusted or disassembled), call Qantas on 13 13 13 and Qantas may, where possible, offer an alternate flight that is operated by a Wide Bodied Aircraft (for example, B767, A330, B747 and A380 aircraft).

Alternatively, the passenger may be able to travel with an alternate mobility aid (for example, manual wheelchair) that fits within the dimensions of a Narrow Bodied Aircraft (for example, B717, B737 or Dash 8 aircraft).

### (b) Electric Mobility Aids (including Power Assist Wheelchairs)

In accordance with the manufacturers' recommendations and to reduce the risk of damage to the passenger's Mobility Aid(s) and injury to staff, all electric wheelchairs (including power assist wheelchairs) must travel in the upright position (folded or unfolded) in the free wheel mode.

To facilitate this requirement, size dimensions apply set out in section 7.5(a) to the acceptance of electric Mobility Aid(s) whilst in the upright position on Narrow Bodied Aircraft. Due to safety restrictions and cargo hold limits, there is also a limit of one electric wheelchair per aircraft on the Narrow Bodied Aircraft types set out above.

Narrow Bodied Aircraft are generally non-containerised (meaning that baggage is not stored in separate containers in the aircraft hold) whereas Wide Bodied Aircraft are generally containerised (meaning that baggage is stored in separate containers in the aircraft hold).

All passengers must sign a Limited Release Tag which will be attached to the Mobility Aid.

### **Batteries**

If a Mobility Aid is battery powered, prior arrangements must be made with, and approvals obtained from, Qantas. If you are travelling with another airline during your trip, you must also obtain the other airline's approval.

**All** battery operated Mobility Aids need Qantas approval to be carried due to International Civil Aviation Organisation (ICAO), IATA and CASA requirements.

You must seek approval from Qantas Special Handling at least 24 hours before the scheduled departure time. Qantas recommends that you do this earlier if possible. If you do not seek approval prior to arrival at the airport, Qantas will do their best to accommodate you on the flight on which you are booked. However, Qantas will not be able to uplift the electric Mobility Aid until all approvals have been obtained.

Spare batteries of any kind (except spillable) must be carried as carryon baggage.

Mobility Aid battery types include:

- (i) Gel cell (or dry);
- (ii) wet non spillable;
- (iii) wet spillable; or
- (iv) lithium ion.

The requirements for each battery type are set out below:

#### **(i) Gel cell (or dry) battery**

Electric wheelchairs with gel cell batteries do not need to be disconnected or removed.

#### **(ii) Wet non spillable battery**

Electric wheelchairs with wet non spillable batteries do not need to be disconnected or removed.

#### **(iii) Wet spillable battery**

If an electric wheelchair has a wet 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. Qantas Engineering (where available) or Airport Ground staff will disconnect the battery if required. The battery will be carried in the aircraft hold with the Mobility Aid.

**In all other cases**, the battery will not be disconnected or removed.

**(iv) Lithium ion battery**

If you arrive at the airport and have an electric wheelchair with a lithium ion battery and have not notified Qantas of this requirement, the Airport Duty Manager/Supervisor will do their best to accommodate you on the flight you have booked.

If the battery cannot be uplifted you will be given the option of uplifting the wheelchair without the batteries (i.e., leaving the batteries at the airport). However, the wheelchair must travel in free wheel mode without the battery and be able to be pushed in a safe manner.

**Control Boxes**

You do not need to remove the control box from your Mobility Aid but the control box must be switched off or the key removed for all 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 cabin baggage. You are not allowed to carry any battery in your cabin baggage.

**(c) Manual Mobility Aids**

All manual wheelchairs must fit within the size restrictions in section 7.5(a) above (unfolded or folded).

If the wheelchair 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 an Electric or Manual Mobility Aid is Separated into parts**

If a Mobility Aid is adjusted to comply with the size restrictions in section 7.5(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 7.5(a).

## **7.6 Mobility Equipment Allowance**

*'Mobility Equipment'* includes both *'Mobility Aids'* and *'Assistive Devices'*.

*'Mobility Aids'* include (but are not limited to) items such as wheelchairs (day or sports), electric wheelchairs and electric scooters.

*'Assistive Devices'* include (but are not limited to) items such as walking frames, hoists, shower chairs and commodes.

**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 which can travel in the upright position in the free wheel mode (for example, electric wheelchair);
- (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 7.5(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.

## 7.7 Qantas wheelchairs and aisle wheelchairs

Generally, except at times of high demand or if wheelchairs are damaged, Qantas has available 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 (other than a Qantas aisle wheelchair) 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.

Qantas wheelchairs and aisle wheelchairs comply with the Australian Standards for wheelchairs.

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 or the passenger's assistant or carer.

### (a) 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.

### (b) If a passenger transfers from their own wheelchair at the departure gate (where possible)

Passengers will remain in their own wheelchair to the departure gate and will be transferred into an aisle wheelchair at the departure gate.

## 7.8 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 mobility aids must go through the security screening process before being taken to the arrival gate.

Generally, passengers should expect to wait no longer than 30 minutes from the time of arrival of the plane at the arrival gate to the time they receive their mobility aid under normal operating circumstances. However, this cannot be guaranteed on all flights and will depend on the nature of the mobility aid.

**(ii) WCHS Assistance**

On arrival, the passenger will make their own way from their seat to the aerobridge or via the high lift vehicle if there is no aerobridge and only stairs, where a Qantas Wheelchair or people mover will transfer the passenger to the baggage collection area.

Australian aviation security legislation requires that mobility aids must go through the security screening process before being taken to the arrival gate.

Generally, passengers should expect to wait no longer than 30 minutes from the time of arrival of the plane at the arrival gate to the time they receive their mobility aid under normal operating circumstances. However, this cannot be guaranteed on all flights and will depend on the nature of the mobility aid.

**(iii) WCHC Assistance**

Passengers requiring WCHC assistance will disembark the aircraft last.

In most airports, passengers may choose to collect their mobility aid from the oversize baggage collection area or the arrival gate (where possible). This is because on occasion the airport infrastructure does not support the moving of mobility aids in free wheel mode. On arrival in domestic terminals, passengers are transferred from their seat into a Qantas wheelchair or Qantas aisle wheelchair onboard the aircraft. Passengers who choose to collect their mobility aid from the arrival gate (where possible) will be taken to the arrival gate 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 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 aids must go through the security screening process before being taken to the arrival gate.

Generally, passengers should expect to wait no longer than 30 minutes from the time of arrival of the plane at the arrival gate to the time they receive their mobility aid under normal operating circumstances. However, this cannot be guaranteed on all flights and will depend on the nature of the mobility aid (for example, it may take more time for an electric wheelchair to pass security clearances before it is returned to the passenger at the arrival gate).

**(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 mobility aids must go through the security screening process before being taken to the arrival gate.

At some international terminals, Qantas may not be able to collect mobility aid(s) from the departure gate and/or provide mobility aid(s) to the arrival gate upon arrival.

## **7.9 Transit Times**

See section 2.7 above in relation to transit times for passengers with specific needs and travelling with mobility aid(s).

## **7.10 Assembling and Disassembling Mobility Aids**

The passenger and their escort/carer together with Qantas Engineers (where available) and Airport Ground Staff are responsible for assembling and disassembling passenger's mobility aids for carriage on a flight.

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 aid for travel. This is particularly the case where the mobility aid is customised and has unusual features or parts (for example, such as a customised luggage rack which may be particularly fragile).

If an electric wheelchair has a wet 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 7.5(b)(iii).

It may be useful for you to provide Qantas with written instructions and/or pictures for assembly and disassembly from the manufacturer of your wheelchair.

A tag will be attached to the Mobility Aid and parts if disassembled. The tag will specify the passenger's name, the flight number, the destination and the battery type.

## **7.11 Transfer and storage of mobility aids**

Qantas has processes and systems in place to minimise the likelihood of damage to passenger's mobility aids. Qantas takes all reasonable precautions to ensure that its passenger's mobility aids are protected from damage and treated with care throughout the travel experience. Amongst other things, electric wheelchairs are loaded as if they are fragile items and may be in a separate aircraft hold. Qantas may seek the advice of passengers in how to handle and move their mobility aid.

Despite these precautions, from time to time, passenger's mobility aids can be damaged in transit. Qantas recommends that all passengers insure their mobility aids against damage.

## **7.12 Where the mobility aid does not fit on the flight**

Qantas endeavours for all passengers with mobility aid to travel with their mobility aid on the same flight.

This will generally be avoided if a passenger notifies Qantas of the details of their mobility aid at the time of booking and arrives at the airport for check-in as early as possible.

If a mobility aid within Qantas' weight and size restrictions does not fit on an aircraft, it will be uplifted on the next available flight.



### 7.13 Unexpected mobility aids

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.

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, subject also to seat availability and aircraft limitations.

When the Mobility Aid is battery powered, prior arrangements must be made with, and approvals obtained from, Qantas.

If you do not seek approval prior to arrival at the airport, Qantas do their best to accommodate you on the flight on which you are booked. However, Qantas will not be able to uplift the electric Mobility Aid (and the batteries) until all approvals have been obtained.

For further information about electric wheelchairs, including requirements for different battery types see section 7.5(b).

### 7.14 Completing a Passenger Checklist – ‘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 a mobility aid.

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 wheelchairs and with transfers in the airport and during the flight.

We recommend that you bring the completed brochure with you to check-in and keep it with your 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 aid and the passenger is responsible for taking out insurance for their mobility aid. Speak to Qantas on 13 13 13 for further information.***

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## 8. SERVICE DOGS

### 8.1 Booking

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

### 8.2 Types of Service Dogs

#### (a) Civil Aviation Safety Authority (CASA) Pre-Approved Service Dogs

Some service dogs have standing CASA and Qantas approval for travel in the aircraft cabin because they have been trained to an acceptable level for in-cabin travel. The service dogs are accepted for travel in the aircraft cabin subject to any conditions imposed by CASA or Qantas.

CASA pre-approved service dogs are:

#### (i) Guide Dogs and Hearing Dogs:

- (A) all **Guide Dogs/Sight Dogs** accredited by a relevant guide dog association (for example, Guide Dogs Victoria, Guide Dog Association of NSW & ACT, Seeing Eye Dogs Australia);
- (B) all **Hearing Dogs** accredited by a relevant hearing dog association (for example, Lions Hearing Dogs);

#### (ii) Service Dogs trained by CASA approved associations:

- (A) **Service Dogs trained in Australia** – to have passed a public access test showing the Service Dog to be suitable for travel on public transport and trained by:
  - (I) Canine Helpers Australia;
  - (II) Assistance Dogs Australia;
  - (III) Association of Australian Assistance Dogs (NQ) Inc;
  - (IV) Australian Support Dogs Inc; or
  - (V) Partners A.W.A.R.E Australia Inc;
- (B) **Service Dogs trained overseas** – assistance dogs that have been trained and accredited by a foreign assistance dog association which is a member of Assistance Dogs International.

#### (b) Non Civil Aviation Safety Authority (CASA) Pre-Approved Service Dogs

All other assistance dogs not meeting the CASA Pre-Approved Service Dog requirements must seek permission for the assistance dog to travel in the aircraft cabin from CASA prior to travel (**CASA Permission**). Qantas Flight Operations (in consultation with Qantas Legal) are responsible for obtaining CASA approval.

Non CASA approved Service Dogs fall into two general categories:

- (i) **Mobility Assistance Dogs** (which include assistance dogs that assist people who use wheelchairs) that have been:
  - (A) trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place – in this case, an aircraft cabin; and
  - (B) accredited by a relevant assistance dog association to show that they have passed the public access test; and
- (ii) **Other Assistance Dogs** trained to assist people with a disability:
  - (A) to assist and assists a person with a disability to alleviate the effects of the disability (for example, trained psychological assistance dogs or seizure alert dogs);
  - (B) to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place – in this case, an aircraft cabin; and
  - (C) is accredited by a relevant assistance dog association to show that they have passed the public access test.

### 8.3 Process for approval of Non CASA Pre-approved Service Dogs

#### (a) Mobility Assistance Dogs

Where a Service Dog is a Non CASA Pre-Approved Service Dog and is classified as a Mobility Assistance Dog, irrespective of whether the service dog has received training from an assistance dog association or not, the passenger must be able to show that the service dog has successfully completed the public access test and the following level of training:

- (i) to a high standard of appropriate behaviour;
- (ii) in real life situations including travelling and functioning on an aircraft, bus, train or ferry;
- (iii) not to bark;
- (iv) to toilet on command and only under instructions from the passenger;
- (v) in being in confined spaces; and
- (vi) not to react to noises, crowds or stressful environments.

- (b) You must contact Qantas on 13 13 13 to advise that you are travelling with a Non CASA Pre-Approved Mobility Assistance Dog. Qantas Special Handling will send you **Application Form A** setting out the above request for information.

#### (c) Other Assistance Dogs

If the service dog is a Non CASA Pre-Approved Service Dog and is classified as an Other Assistance Dog trained to assist people with a disability, Qantas also requires information regarding your disability and the nature of assistance provided by the assistance dog to you.

You will need to provide information from an appropriate source (for example, a treating doctor) which addresses the following:

- (i) that you require the service dog during travel on an aircraft on the basis that the service dog has been trained to alleviate the effects of the person's disability;
- (ii) whether the disability is temporary or permanent; and
- (iii) whether your disability affects their ability to fly in an aircraft and if so, in what way?

You must contact Qantas on 13 13 13 to advise that you are travelling with a Non CASA Pre-Approved Assistance Dog. Qantas Special Handling will send you **Application Form B** setting out the above request for information.

#### **8.4 Final Pilot in Command approval**

For Guide Dogs and Hearing Dogs, it is a CASA requirement that the service dog must not be carried if carrying the animal would be likely to affect a person on the aircraft in a way that may affect adversely the safety of the aircraft.

For all service dogs other than Guide Dogs and Hearing Dogs, the pilot in command will make the final decision as to whether the service dog is carried or not. In agreeing that the service dog can be carried, the pilot in command may impose any further conditions that he or she requires in the interests of safety.

#### **8.5 If a Service Dog is not approved for travel in the aircraft cabin**

If the service dog is not approved for travel in the cabin, the service dog will be carried as a pet in accordance with Qantas' Pet policy. For further information, see [www.qantas.com](http://www.qantas.com) – [Travelling with Pets](#).

#### **8.6 Identification and Documentation Requirements**

##### **(a) CASA Pre-Approved Service Dogs**

##### **(i) Guide Dogs and Hearing Dogs**

###### *At the time of booking*

Qantas may request that you send a copy of your identity card/identification card/Guide Dog passport (for Guide Dogs NSW/ACT) for the animal and passenger to ensure that there are no problems with identification/approval to travel on the day of travel.

###### *At the airport or on the aircraft*

You must produce the relevant proof of identity/identification card for the animal and the owner at the airport, and where requested, on board the aircraft.

If you are unable to produce identification at the airport, the animal will not be permitted to travel in the cabin of the aircraft.

All documentation must be carried in your carryon baggage at all times.

**(ii) Service Dogs trained by CASA approved associations**

*At the time of booking*

Qantas may request that you send a copy of your identity card/identification card for the animal and owner to ensure that there are no problems with identification/approval to travel on the day of travel.

*At the airport or on the aircraft*

You must produce the relevant proof of identity/identification card for the animal and the owner at the airport, and where requested, on board the aircraft.

You must produce proof of identity/identification card by a foreign training association which is a full member of the Assistance Dogs International (ADI) or one of Australia's associations - Canine Helpers for the Disabled, Inc. (formerly Animal Assisted Therapy Australia, Inc), Assistance Dogs Australia, Association of Australian Assistance Dogs (NQ), Inc, Australian Support Dogs Inc, Partners A.W.A.R.E Australia Inc.

The proof of identity card/identification card must show that the assistance dog has attained the appropriate level of training and passed the public access test.

If you are unable to produce identification at the airport, the animal will not be permitted to travel in the cabin of the aircraft.

All documentation must be carried in your carryon baggage at all times.

**(b) Non CASA Pre-Approved Service Dogs**

*At the time of booking*

Qantas may request that you send a copy of your identity card/identification card for the animal and owner to ensure that there are no problems with identification/approval to travel on the day of travel.

If you do not have approval for the service dog, you must apply for approval (as noted above).

If the CASA Permission is granted for a period of time (for example, twelve months), you will be required to provide a copy of the current CASA Permission to Qantas each time you make a booking with Qantas.

*At the airport or on the aircraft*

You must produce the relevant proof of identity/identification card for the animal and the owner at the airport, and where requested, on board the aircraft.

If the service dog is approved to travel in the aircraft cabin, a copy of the CASA Permission will be provided to you by Qantas. You must carry a copy of the CASA Permission with you on the day of travel and during the flight.

If the CASA Permission is granted for a period of time (for example, twelve months), you will be required to carry a copy of the CASA Permission with you each time you travel within the specified time period.

## 8.7 In-Flight Requirements

### (a) Moisture Absorbent Mat

Service dogs must lie on a moisture absorbent mat as close as possible to the person as practicable for the entire flight. Qantas can provide you with a moisture absorbent mat when you board the flight. Alternatively, you may choose to supply your own moisture absorbent mat for your service dog provided it meets Qantas' requirements.

### (b) Restraints during Flight

Service dogs must be restrained in a way that will prevent the dog from moving from the mat.

Generally, in Business Class (non Skybed), Premium Economy and Economy Class, the service dog is restrained in the cabin by tying the leash to the appropriate fixture (for example leg of chair).

Generally, for First Class and Business Skybed seats, the leash will be tied to the seat track ring.

## 8.8 Seating

### (a) First Class, Business Class and Premium Economy

Services dogs are required to lie on a moisture absorbent mat in front of the passenger's seat.

### (b) 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 seated on the floor in front of the vacant seat and the seat cannot be occupied.

## 8.9 Fares for Service Dogs

There are no special fare concessions for passengers travelling with a service dog. However, the service dog will be carried free of charge.

## 8.10 Boarding

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:

- (a) **40 minutes** before departure at **domestic** terminals; or
- (b) **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 and your service dog 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.

## 8.11 Quarantine Requirements for international travel

### (a) General Requirements

When travelling internationally, **you must** check restrictions and regulations concerning the uplift, transit, disembarkation, inoculation and quarantine of your service dog. Most countries have strict regulations and a failure to adhere to the regulations may result in the service dog being separated from the passenger for several months.

You must ensure correct documentation (such as inoculation certificates and entry permits) is available for your service dog to depart the country of origin, to be accepted into the country of arrival and re-enter the country of origin (if required). All documentation should be carried in your carryon baggage at all times.

Quarantine Information regarding Australian quarantine regulations can be found on the [Department of Agriculture](#) website. Quarantine information related to service dogs travelling to the United Kingdom can be found on the [DEFRA](#) website. For all other countries, refer to the local authority.

Qantas will not, under any circumstance accept liability if your service dog is not approved for quarantine clearance at the destination or when entering Australia.

If the aircraft is diverted to a 'non - approved' country as defined by the [Department of Agriculture](#) or the equivalent organisation, Qantas will assist where possible but under no circumstances will Qantas accept liability if the animal is no longer approved for quarantine clearance at the destination or when entering Australia.

### (b) Requirements for travel to Australia

Service dogs returning to Australia are only eligible for direct import from countries approved by the Department of Agriculture. For approved countries, refer to the [Department of Agriculture website](#).

For flights to Australia, the passenger should contact the Department of Agriculture or consult the [Department of Agriculture website](#) to determine the applicable regulatory requirements that must be complied with in order to import a service dog.

### (c) Requirements for Travel to the United Kingdom

If you choose to travel to the UK with a service dog, you are required to provide a collapsible crate. The crate is for use in the unlikely event of a diversion. This is a [DEFRA](#) (UK Department for Environment, Food and Rural Affairs) requirement for carriage. The crate is only a requirement when entering the UK. Qantas will accept the carriage of the crate in the aircraft cabin free of charge to and from the UK.

If you choose to travel to the UK with a service dog, you must sign a Declaration Form at check-in. The Declaration Form states that it is your responsibility to ensure that your Service Dog meets DEFRA's entry requirements as per the PETS Travel Scheme. The Declaration Forms are available at the check-in counters at the airport.

## 8.12 General

- (a) If a service dog has been approved to travel in the cabin of an aircraft and there is any issue with the service dog during flight for any reason (including but not limited to any issue that compromises or threatens to compromise cabin safety), Qantas reserves the right to refuse any future request by the passenger for the same service dog to accompany the passenger in the cabin of the aircraft on future flights. Qantas also reserves the right to take any action necessary to ensure that safety of the aircraft (including in circumstances where a service dog is behaving in an uncontrollable, aggressive and/or dangerous manner).



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## 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).

### 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.

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 arrival gate to baggage claim;
- (ii) meeting the passenger at the departure gate to collect their mobility aid (where possible); or
- (iii) meeting the passenger at the arrival gate to deliver their mobility aid (where possible).

#### (b) People Movers

In larger airports, such as Melbourne, Brisbane 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 Qantas on 13 13 13 if you have any queries about a particular airport.

### 9.2 Transfers for Passengers with Limited Mobility

#### (a) Qantas Approved Transfer Methods

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

- (i) Eagle Lifters (where available);
- (ii) slide board;
- (iii) Jony belt; or
- (iv) sling.

Eagle Lifters are not available at all airports in Australia. You should contact Qantas on 13 13 13 to see if an Eagle Lifter is available at the airport. From time to time, Qantas' Eagle Lifters may not be available. In this instance, an alternative approved transfer method will be used.

A passenger assistance brochure – 'Let Us Assist You' – is available at [www.Qantas.com](http://www.Qantas.com) or you can call Qantas on 13 13 13 to obtain a copy.

**(b) Stairs – use of high lift vehicles**

In some airports where aerobridges (i.e., bridge between the aircraft and the terminal) are unavailable for boarding, Qantas will use high lift vehicles for people with limited mobility (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 last after other passengers have disembarked the aircraft.

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.

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.

**(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 a private 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 a private briefing from Qantas.

Braille safety instructions cards will generally be available provided the passenger advises Qantas in advance that they require them 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.

**(c) In-flight announcements**

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

'Crew to seat messaging' (which means that the crew can select the appropriate preset text message and can send it your television screen) is available in-flight on some aircraft types to assist Deaf or hearing impaired passengers with some in-flight announcements. It is available on selected aircraft types including:

- (A) B737-800;
- (B) A330 (domestic and international flights)
- (C) B744
- (D) A380

This service is not currently available on B717, B737 and Dash8 aircraft.

You can find out the planned aircraft type for your particular flight when making your booking. However, due to operational requirements, the aircraft type may change without notice.

Where crew to seat messaging services are not available, Cabin Crew will provide individual updates to the passenger during the flight when announcements are made.

Qantas' standard in-flight headsets are compatible with the t-switch found on most hearing aids.

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

Qantas ensures that all announcements are made over the loud-speaker or provides announcements on an individual basis.

**(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.

**(d) In-flight entertainment**

Qantas provides captioning on some of the in-flight entertainment programs and movies. Qantas offers three subtitled or captioned English language, English 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 aircraft that are equipped with AVOD.

**(e) Food and drinks**

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

If requested, Cabin Crew can, for example:

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

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 above for further information of when a carer is required).

**(f) 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.

**(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 Hygiene Disposal Bags (**HDB**) for passengers who use catheters. Where a passenger is able to discretely self-catheterise into a urine bag or bottle in their seat, they may do so. The passenger may then request a HDB from Cabin Crew into which they may place the sealed bag or bottle of urine. Once this has been done, the passenger may pass the HDB to the Cabin Crew who can dispose of the HDB.

Passengers must not transfer urine from their urine bag or bottle into another vessel at their 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 seat. The passenger must empty the urine bag or bottle in the toilet.

**(g) On-board toilets**

Onboard wheelchairs are available on Qantas' wide-bodied aircraft (such as A380, B744, A330 aircraft) and allow passengers to be escorted to and from the aircraft toilets.

Qantas' narrow-bodied aircraft (such as B717, B737 and Dash8 aircraft) do not have accessible toilets because of the size restrictions on the aircraft. Where passengers are not travelling with an assistant or carer, Cabin Crew can assist to and from the door of the aircraft toilet. An assistant or carer is required for a passenger who is unable to self-toilet (see section 2.5 above for further information of when a carer is required).

## **9.4 Direct Assistance**

Qantas aims to be the airline of choice for passengers with specific needs. As part of this, Qantas offers a range of direct assistance to its passengers with specific needs in relation to the following areas:

**(a) Assistance with Kerbside processes**

For further information see section 3 above.

**(b) Assistance with Bookings**

For further information see section 2.1 above— this section is tailored for categories of specific needs.

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

For further information see section 4.2 above.

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

For further information see:

- (i) section 2.7 above for information about transferring between flights;
- (ii) section 6.2 above for facilities provided by Qantas in airport terminals to assist passengers with specific needs;
- (iii) section 7.7 above for information about Qantas wheelchairs and aisle wheelchairs in the airport;
- (iv) section 9.1(a) above for information about Meet and Assist Services;
- (v) section 9.1(b) above for information about People Movers; and
- (vi) section 9.2 above for information about approved transfer methods.

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

For further information see:

- (i) section 7.4 above for boarding for passengers with limited mobility;
- (ii) section 8.10 above for boarding for passengers with Service Dogs; and
- (iii) section 9.2 above for information about approved transfer methods; and

(iv) section 9.3 above for pre-boarding for all passengers with specific needs.

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

For further information see:

- (i) section 7.8 above for information for passengers with limited mobility; and
- (ii) section 9.1(a) above for information about Meet and Assist Services for passengers with specific needs generally.

**(g) 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 transport. For further information see section 3 above regarding kerbside processes.

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

- (i) at check-in once the passenger arrives at the check-in area. The passenger should identify themselves to Qantas and ask for assistance with their baggage;
- (ii) between check-in and the departure gate – if required, Qantas can assist with carryon baggage and mobility aids that can be carried in the cabin (see section 7 above).
- (iii) on the aircraft – if required, Qantas Cabin Crew can assist with stowing and retrieving carry-on baggage and mobility aids that can be carried in the cabin. See section 7.11 for transfer and storage of mobility aids; and
- (iv) between the arrival gate and baggage claim – if required, Qantas can assist with carryon baggage to the baggage claim area and mobility aids that can be carried in the cabin (see section 7 above).

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

For further information on the stowing and carriage of mobility aids see section 7 above.

**(h) 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, but are not able to assist with transfers to the toilet. A carer is required for a passenger who is unable to self-toilet (see section 2.5 above for further information of when a carer is required).

**(i) 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 above.

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

For further information about transfer methods see section 9.2 above.

**(k) 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) above.

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

**(l) 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) above.

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

For further information see section 2.7 above.

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

Before arriving at the airport, passengers can contact Qantas on 13 13 13 or contact Qantas Direct Customer Operations on +61 2 9304 7974 for further information.

At the airport, you may seek assistance from any Qantas staff member at either the service desks, at the gate or on the aircraft.

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## 10. SERVICE DELIVERY

### 10.1 Security Environment

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 disability access described in this plan.

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 employees 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.

### 10.4 Performance Monitoring

Qantas ensures that its service delivery to all its passengers with specific needs is monitored for quality assurance and where appropriate remedial actions are undertaken within a reasonable time frame.

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# 11. COMMUNICATION STRATEGIES

## 11.1 Communication of passengers' specific needs

As set out above, Qantas recommends that you actively provide as much information about your specific needs as possible to Qantas at the time of booking and at other times during your interaction with Qantas. You are in the best position to advise Qantas of your specific needs.

The most useful way that you 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 a mobility aid. It is not mandatory 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 wheelchairs and with transfers in the airport and during the flight.

We recommend that you bring the completed brochure with you to check-in and keep it with your other travel documents, for example your passport, so it is readily available if required for reference throughout your journey.

The more information we have, the better we are able to provide you with the service and assistance you need.

Qantas' systems means that we cannot guarantee that all information provided by the passenger to be passed on to all relevant departments and staff.

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. Qantas has developed the 'Let Us Assist You' brochure to allow passengers and their carers to record relevant information in one document that can then be shown or provided to Qantas staff members as required.

## 11.2 Seeking further information

Passengers requiring further information should go to [www.Qantas.com](http://www.Qantas.com) or contact Qantas by telephone on 13 13 13. For information regarding flights to and from the US, see [Qantas' website](#).

## 11.3 Providing Feedback to Qantas

Qantas welcomes both positive and negative feedback.

Feedback can be provided to Qantas by the following methods:

- (a) online - [www.qantas.com.au/travel/airlines/customer-care/global/en](http://www.qantas.com.au/travel/airlines/customer-care/global/en)
- (b) by contacting Qantas Customer Care in writing:

Qantas Customer Care  
Qantas Airways Limited  
10 Bourke Road  
Mascot NSW 2020;



- (c) by facsimile to 1800 613 844 within Australia or +61 2 8222 4700 outside Australia;
- (d) by telephone on 13 13 13 (24 hours per day, 7 days per week) or to Qantas Customer Care on 1300 659 161 (or +61 2 9691 3399 if calling from outside Australia) (9am to 5pm Australian Eastern Standard/Daylight Time, Monday to Friday);
- (e) by Twitter @QFcustomercare
- (f) by the National Relay Service:
  - (i) **For TTY users** phone 133 755 (or +61 7 3815 7799 if calling from outside Australia) then ask for Qantas on 13 13 13 (24 hours per day, 7 days per week) or Qantas Customer Care on 1300 659 161 (or +61 2 9691 3399 if calling from outside Australia) (9am to 5pm Australian Eastern Standard Time, Monday to Friday);
  - (ii) **For Speak and listen** (speech-to-speech relay) users phone 1300 555 727 (or + 61 7 3815 8000 if calling from outside Australia) then ask for Qantas on 13 13 13 (24 hours per day, 7 days per week) or Qantas Customer Care on 1300 659 161 (or +61 2 9691 3399 if calling outside Australia) (9am to 5pm Australian Eastern Standard Time, Monday to Friday).

#### **11.4 Complaints procedures**

Passengers can make complaints by the means set out in section 11.3 above.

Qantas Customer Care aims, wherever possible, to rectify any issues our passengers experience and respond to their concerns in a way that ensures they know their input is valued and provides a solution which retains their loyalty to Qantas.

Qantas Customer Care operates from 9am – 5pm Australian Eastern Standard/DaylightTime (Monday to Friday).

#### **11.5 Response to complaints**

Qantas will acknowledge your feedback within five business days. You may not receive a response to your complaint at that time.

However, Qantas will, wherever possible, endeavour to resolve the complaint as quickly as we can. However, complicated matters may take longer to resolve.

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## 12. QANTASLINK

QantasLink is part of the Qantas Group.

However, QantasLink operates from small airports and has different aircraft types to Qantas.

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## 13. EXPECTED IMPROVEMENTS

Qantas is committed to reviewing and constantly improving the way we cater for passengers with specific needs.

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

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## 14. GENERAL

This Facilitation Plan is provided for information purposes only and 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 provides a summary of Qantas' general approach to the matters set out in the plan. Qantas' ability to provide the special assistance described in this Facilitation Plan is subject to its operational requirements and Qantas does not guarantee that each arrangement contemplated in the Facilitation Plan will be available in all circumstances.

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 Plan.

This Facilitation Plan has been prepared taking into account Qantas' obligations under the Disability Discrimination Act, relevant Disability Standards including the Disability Standard on Accessible Public Transport 2002 and the Civil Aviation Act, Regulations and Safety Regulations.

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# 15. AIRPORT PLANS FOR QANTAS' TERMINALS IN BRISBANE, MELBOURNE, PERTH AND SYDNEY

## 15.1 Sydney Domestic Terminal

[Click here to view the directory map for Sydney Domestic Terminal](#)

## 15.2 Melbourne Domestic Terminal

[Click here to view the directory map for Melbourne Domestic Terminal](#)

## 15.3 Perth Domestic Terminal

[Click here to view the directory map for Perth Domestic Terminal](#)

## 15.4 Brisbane Domestic Terminal

[Click here to view the directory map for Brisbane Domestic Terminal](#)