



Access and Inclusion Plan

Canadian Progress Report 2024





Acknowledgment of Country

We acknowledge the Traditional Custodians of the land on which we work, live and fly. We pay respect to Elders past and present. At Qantas, we strive to reflect the Spirit of Australia. A spirit that's over 60,000 years old, which celebrates the knowledge and cultures of Aboriginal and Torres Strait Islander Peoples. Our vision for reconciliation is a shared national identity that will be achieved through the social, economic and cultural inclusion of all First Nations Peoples.

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Access and Inclusion Plan Progress Report



Recognition of the contribution of people with disability

We recognise the expertise and advocacy of people with disability. We thank them for their time, expertise and contributions in sharing their lived experience to support the development of our Access and Inclusion Plan and Progress Report.



Disclaimer

This Progress Report sets out the Qantas Group's progress between 1 June 2023 and 31 May 2024 with respect to the Qantas Group Access and Inclusion Plan (Plan). It is provided for information purposes only. The Plan and this Progress Report does not constitute a contract or impose any contractual or other obligations, implied or otherwise, on the Qantas Group. The Plan and Progress Report does not form part of a customer's Conditions of Carriage with any Qantas Group entity nor the terms and conditions on which the Qantas Group's products or services are provided.

The Qantas Group, through its flying brands Qantas, QantasLink and Jetstar, provides various products and services to our customers. Each airline has its own operating arrangements consistent with the relevant type of products and services they provide to their customers.

Our Plan and Progress Report applies to the operations of Qantas Airways Limited in Canada only. While aspects of the Plan and Progress Report may also apply to Qantas Group operations elsewhere, there are differences in the products and services that we provide and differences and complexities in the operational and regulatory environments in which we operate.



Summary of our Progress



In 2023, the Qantas Group launched its first Access and Inclusion Plan, outlining key goals for the next three years to improve accessibility for our people, our customers and our community. To celebrate the launch of our Plan we hosted a panel discussion, both in-person and virtually, led by our CEO Vanessa Hudson and our partners, the Australian Paralympic team.

In 2023, we also launched our Employee Resource Group, Enabled, which focuses on raising awareness and sharing stories across the Qantas Group when it comes to accessibility. We also acknowledged International Day of People with Disability by hosting events in a number of our ports joined by Australian Paralympians, sharing our employee stories and inviting staff to watch a range of short films produced by a disability-led filmmaking organisation.

Reflecting on our achievements, we've continued to focus on enhancing our

digital accessibility with the aim to deliver incremental improvements across our digital channels over the life of our plan. We have also continued to focus on building the capability of our employees to assist customers with disability. For example, Qantas' Mobility Aid project review has provided us with an opportunity to streamline and improve our policies and processes whilst building on the knowledge of our people.

The Qantas Group took a similar approach in launching our Hidden Disabilities Sunflower Program.

We acknowledge and thank everyone who has shared their valuable experience and contributed to the progress we have made in our first year. We will continue to seek feedback from people with lived experience as we continue to progress our Plan.

Further details of our Access and Inclusion Plan progress in Year One are contained in this Progress Report.

Consultation

Consultation with people with disability

In developing our Plan, customers with disability were invited to attend a customer roundtable to provide feedback. The consultation included feedback on our framework and to understand what is working well and what we can improve on. In addition, we also held focus groups with our employees with disability, using a similar consultation method, focusing on what are our opportunities for improvement. Our customer listening sessions, which include people with disability, have also provided invaluable feedback which helped us inform the actions in our Plan. The outcomes of these engagements enabled lived experience of disability to be a focus in our Plan and to deliver meaningful and achievable results.

The Governance structure of our Plan includes a Steering Committee comprising of our Senior Leaders from across the Qantas Group. The Committee meetings are held bi-monthly

and include guest speakers to build capability and awareness of the barriers that people with disability face whilst travelling. In addition to this, we have the Chair of our Enabled Network and a rotating Enabled Committee member attend, providing lived experience and the voice of people with disability to assist with implementation of the Plan.

Our Enabled Network (Network) is comprised of employees with disability and their allies. The Enabled Committee provides support and guidance for the strategic direction of the Network to create awareness of access and inclusion across the organisation. The Enabled Committee and Network members have been invited to consult and provide feedback on our progress and initiatives within the plan.

In launching our Hidden Disabilities Sunflower Program, we also consulted our employees with disability to help us understand the barriers faced by

people with non-visible disability, and to identify the tools and resources our staff may need for a successful rollout of the program.

Qantas provides a Carer Concession Fare for customers with disability and their support person when travelling. In reviewing this program, we have sought to improve and simplify, to deliver a fit for purpose offering based on customer feedback. People with Disability Australia continue to administer the program on behalf of Qantas.

A disability-led organisation specialising in property facilitated a presentation to our Access and Inclusion Committee, demonstrating our efforts to build capability and increase awareness of Universal Design in our Built Environment.

Feedback

Customer Satisfaction for people with disability

Customer Feedback

The Qantas Group captures feedback in a range of ways, including via an Online Feedback Form, live chat, emails from customers as well as by mail. We also proactively seek feedback through post flight research, including a focus on specific assistance. The most common and ongoing theme in our customer feedback from people with disability relates to mobility assistance. Customer feedback has helped to inform our programs of work including reviewing the end-to-end process for customers requiring mobility assistance. For Qantas, this has resulted in the implementation of 15 immediate actions, 14 medium term and 6 long term initiatives, with a further 16 long term initiatives in progress primarily relating to Technology, Training and Equipment. Among these initiatives was simplifying and improving the online [wheelchair or mobility assistance form](#) alongside technology enhancements

resulting in more efficient processing of requests. Based on feedback from both customers and staff, we have introduced dedicated services desks at major Australian Airports (with Sydney in progress) to support customers requiring assistance.

We also received customer feedback from people with disability relating to staff attitude and knowledge. In 2023/2024, our Customers with Specific Needs training was refreshed to include the social model of disability, with an increased focus on empathy and understanding of the ways to support people with different disabilities. In addition, we developed and introduced the Hidden Disabilities Sunflower Program to enhance our customer service for people with non-visible disability, which included online training videos available for our customer facing staff. To improve the experience for customers with disability making contact

with Qantas by phone, we have made changes to the triaging of calls, directing to a smaller number of specific call centre sites, ensuring appropriate levels of knowledge and experience amongst staff supporting these calls. We have invested in the appropriate technology to support this outcome.

Where appropriate, we work with individual customers, listen to their feedback and aim to meet their specific needs in the context of our operating environment. This can involve the work of a multi-disciplinary team internally to achieve a mutually positive outcome, including Cabin Safety, Engineering, Airports and Operations teams. Examples include changes to process, introduction of new equipment and approval to use specific support devices inflight. Where possible we apply these learnings to improve the experience for all customers.

1. Employment

KEY AREA	ACTION	PROGRESS	YEAR
Employment	1.1 We will review and improve our recruitment processes to be inclusive of people with disability and aim to reduce barriers to employment.	<p>We have begun reviewing our recruitment process and implementing accessibility improvements with some highlights referenced below. This has included benchmarking our process through the Australian Disability Network Index (Index) and participating in the “Stepping Into” internship program aimed at graduates with disability.</p> <p>We are also building in accessibility requirements into our upcoming candidate management software (currently underway) and have considered disability confidence of third-party suppliers.</p> <p>This work is ongoing and aims to continuously improve the employment of people with disability.</p>	One
Employment	2.1 We will continue to build on our Supporting Fitness For Work process and use it to proactively identify workplace adjustments and to make our workplaces more accessible within our operating environments.	<p>The Supporting Fitness For Work (SFFW) Program continues to evolve in supporting our people with injury, illness and personal disadvantage. Establishment of the Network will allow further specific refinement of disability inclusion in SFFW. Opportunities include improved pre-employment disability inclusion, operational work redesign for improved disability inclusion and acquired/age-related disability inclusion.</p>	One
Employment	2.3 We will continue to improve our approach with employees’ requests for workplace adjustment through our ServiceNow system.	<p>Linked to the continuing focus on workplace adjustments underway (outlined in 2.1) we have developed a ServiceNow form which is ready for implementation to enable easier requests for adjustments.</p>	One

1. Employment cont.

KEY AREA	ACTION	PROGRESS	YEAR
Employment	3.1 We will develop disability resources and policies aligned with inclusive language to build the capability of our people to support colleagues and customers with disability.	<p>We are growing the disability confidence of the organisation including the following actions:</p> <ul style="list-style-type: none"> – Concerted roll-out of inclusive leadership training (beginning with most senior leaders) and incorporating disability inclusion content. – Continued roll-out of Inclusive Language training across the Qantas Group. – A refreshed and relaunched Disability Awareness Online module across the Qantas Group and increased scope of customer facing roles required to complete this training as part of their ‘mandatory’ training. – Customers With Specific Needs training updated to reflect the social model of disability, inclusive language and reflect changes in policies and process improvements. Specific training developed for the launch of the Qantas Group’s participation in the Hidden Disabilities Sunflower Program (discussed further later). – Promoting and launching the Plan and Enabled employee Network across the Qantas Group in July 2023. – Holding events and promotions of days of significance including International Day of People with Disability. – Ensuring we are participating and advocating for equity internally and externally. For example through the Qantas Group CEO, Vanessa Hudson participating on a CEO panel at the Australian Disability Network Conference. – Establishing an Access and Inclusion Committee with key leaders responsible for the delivery of actions under the plan represented along with lived experience from the Committee of our employee Network. 	One

1. Employment cont.

KEY AREA	ACTION	PROGRESS	YEAR
Employment	4.1 We will establish an Employee Network for people with disability and their allies. This group will provide a point of connection, raise awareness and share stories across the wider Qantas Group. We will engage the Employee Network to advise on initiatives and support the work and progress of implementing our Plan.	<p>In addition to the detail shared above, in 2023 we launched our Enabled employee Network with the support of our Qantas Group CEO and ongoing sponsorship of our Chief Risk Officer. The Network has been supported and developed through the following activity:</p> <ul style="list-style-type: none"> - Launch online event hosted October 2023, with Keynote speaker talking about non-visible disability. - Governance structure established and Expressions of Interest sought for Chair, Committee and Working Group roles in November 2023 with Chair and Committee selected December 2023. - Invited members to share lived experience of disability and feature in internal Qantas Group communication channels as part of our International Day of People with Disability celebrations in December 2023. - Bi-monthly meetings with the Enabled Committee commenced February 2024 and a Strategy Day held May 2024. - Bi-monthly newsletters are distributed to the Enabled Network. - In-built representation into Qantas Group Access and Inclusion Committee. 	One

2. Information and Communication Technology (ICT)

KEY AREA	ACTION	PROGRESS	YEAR
Information and Communication Technology (ICT)	1.2 We will continue to review and improve the accessibility of critical aspects of our website and applications to meet the latest standards of the Website Content Accessibility Guidelines (WCAG) at an AA Level.	<p>Work is currently underway across the Qantas Group to ensure all Digital Touchpoints (Web, App, Email etc.) are moving towards WCAG compliance, with the aim to deliver accessible airline experience within 3 years.</p> <ul style="list-style-type: none"> – Qantas has established a dedicated Digital Accessibility team with the primary goal of ensuring that the Qantas Group meets WCAG compliance standards across all digital channels. This involves providing technical and non-technical solutions, internal training, and resources for staff. The team is set to deliver an FY25 strategy by the end of June 2024. – Throughout 2023 and into 2024, we have started addressing critical issues affecting the accessibility of qantas.com. This involved redeveloping key areas of the website to improve the experience for those who rely on assistive technologies to navigate. – The current focus lies in the incremental improvement of the accessibility of our digital channels, especially the booking engine. – We are actively seeking opportunities to involve individuals with lived experience of disability to provide us with constructive feedback on how we can improve the accessibility of our website and apps. 	One-three
Information and Communication Technology (ICT)	1.3 We will continue to review our most heavily used technology systems to improve accessibility for our customers.	<p>Audit review undertaken of the three most valuable systems by Qantas Digital Accessibility Team.</p> <p>Two out of the three system audits are complete with one in progress. Remediation plans are in progress for the two completed audits.</p>	One-three

3. Communication (other than ICT)

KEY AREA	ACTION	PROGRESS	YEAR
Communication (other than ICT)	1.1 We will continue to review the barriers experienced by our customers with disability. We will work to reasonably address these barriers in our operating environment to improve access and inclusion for our customers.	<p>We established an end-to-end Mobility Aid process review, which is continuing. As part of this review we have:</p> <ul style="list-style-type: none"> – Project streams established with ongoing meetings to progress project initiatives. – Implemented 15 immediate actions, 14 medium term and 6 long term initiatives with a further 16 long term initiatives in progress primarily relating to Technology, Training and Equipment. – A range of initiatives have been implemented, including dedicated service desks to support customers with disability introduced at major Australian Airports, with Sydney in progress. – Commenced implementation of improved workforce planning technology for resourcing the provision of assistance to customers with specific needs at Australian Airports. – Qantas and Jetstar have dedicated specific assistance contact centre/ customer assistance teams to assist customers with accessibility requirements. These teams have escalation pathways. – Jetstar airport equipment review — the torso harness will be put back on aircraft and 46 new airport wheelchairs purchased. – Jetstar wheelchair safety improvements including a wheelchair user checklist on all Jetstar wheelchairs. 	One–three

3. Communication (other than ICT) cont.

KEY AREA	ACTION	PROGRESS	YEAR
Communication (other than ICT)	1.2 We will complete a review of our Qantas Airline accompanying carer concession fares and action improvements identified.	<p>The Qantas Carer Concession Card fares have been reviewed, and improvements identified are in the process of being actioned and will be launched in Year Two. Key actions to date include:</p> <ul style="list-style-type: none"> – Analysis of customer and supplier feedback, including from listening sessions, formal complaints and from People with Disability Australia (PWDA) about the end-to-end customer experience using the card. – Project team and working group established. Regular project meetings between Qantas and PWDA to progress plans and finalise initiatives. 	One
Communication (other than ICT)	1.3 We will improve our policies and practices to provide greater accessibility for our customers with non-visible disability.	<p>Demonstrating our commitment to provide greater accessibility for customers, the Qantas Group became a member of the Hidden Disabilities Sunflower in September 2023. A Program of work to support this initiative was undertaken, including:</p> <ul style="list-style-type: none"> – A dedicated internal working group, established in July 2023. – Feedback sought from the Enabled Network on the proposed Program/initiatives. – Qantas and Jetstar prepared and implemented their respective Non-visible Disability Policies in September 2023. – Jetstar has completed a post implementation review and Qantas will have completed the review by the end of June 2024. – Feedback session held with the Hidden Disabilities Sunflower organisation. 	One

3. Communication (other than ICT) cont.

KEY AREA	ACTION	PROGRESS	YEAR
Communication (other than ICT)	2.1 We will review the resources and information available for our customers with disability, including our Disability Access Facilitation Plans (DAFP's) and website information. We will develop educational videos and further resources for our website and in pre-departure communications.	<p>Qantas and Jetstar's DAFP's and websites have been reviewed and updated with additional information including the Hidden Disabilities Sunflower Program and mobility aid related information.</p> <ul style="list-style-type: none"> – Wheelchair and Slide board page updated on jetstar.com to be more user friendly, including new photos of Jetstar wheelchair fleet and slide boards. – New “How to board and disembark” webpage on jetstar.com with photos of aircraft stairs, aviramp and aerobridges so passengers know what to expect. – Independent Traveller Requirements updated on jetstar.com/qantas.com. – Together with the support of Deaf Connect, Qantas has produced an Auslan video to help customers prepare for their flight. We have plans to review and expand this initiative in Years Two and Three. 	One–two
Communication (other than ICT)	3.1 We will continue to provide training to our frontline staff to improve consistency of service for our customers with disability and continue to build their capability. This will include disability confidence and other functional, role specific training.	<ul style="list-style-type: none"> – Disability Awareness Online Module available to Qantas Airports, Lounge and Contact Centres staff and Jetstar frontline team members. – Customers with Specific Needs face to face training refreshed. – Eagle hoist instructional videos developed and shared to relevant staff across the Qantas network. – Slide Board training included in new induction training and recurrency training for all existing Jetstar staff. – Instructional videos for all Specific Needs equipment across Qantas currently in development. 	One–two

4. Procurement of goods, services and facilities

KEY AREA	ACTION	PROGRESS	YEAR
Procurement of goods, services and facilities	1.1 We will continue to include requirements for accessibility of products and services in our procurement processes to support the delivery of key actions.	<ul style="list-style-type: none">- A procurement working group was engaged to support embedment of access and inclusion in the procurement process.- Accessibility will be reflected in the Qantas Group's procurement policy (internal) and supplier code of conduct (external).	One-three

5. Design and delivery of programs and services

KEY AREA	ACTION	PROGRESS	YEAR
Design and delivery of programs and services	1.1 We will continue to improve the overall booking process and how we collect and store information about a customer's accessibility requirements.	<ul style="list-style-type: none">– Customers with disability making bookings with Qantas by phone are now serviced by specific contact centre sites, in addition to the existing Customer with Specific Needs team.– Implemented improved manual wheelchair booking process automation, providing a quicker process turn time and response to customer for approved travel.– Further enhancements to the booking process is being planned and scoped.– Remediation plans established for qantas.com pages, with progressive implementation to improve accessibility of the online booking process.– Jetstar planning under way for Digital team training for roll-out Year Two and Three.	One–three

6. Transportation

KEY AREA	ACTION	PROGRESS	YEAR
Transportation	1.1 We will continue to engage with our Airport Partners to advocate for accessibility of the airport experience (including transportation within airport terminals).	<ul style="list-style-type: none"> – Quarterly discussions with airports on initiatives to ensure they align with existing customer requirements. – Engagement with Head of Airports Infrastructure Strategy to develop strategy on engaging with airports. – Supported the development of Melbourne’s Airport Access and Inclusion Plan through attending consultation sessions and continuing to collaborate with them as they implement initiatives aligned to their Access and Inclusion Plan. – Engaging with Western Sydney Airport on accessibility of new airport. 	One–three
Transportation	1.2 We will continue to consider accessibility requirements in our procurement processes for transportation enabling access to our services	<ul style="list-style-type: none"> – New electric accessible buses are provided for customer transportation between Terminals in Sydney. – Accessible buses are also utilised for corporate staff and crew to travel to/from Qantas Headquarters and Sydney Domestic and International Terminals. 	One–three

7. Built Environment

KEY AREA	ACTION	PROGRESS	YEAR
Built environment	1.1 We will continue to review and consider accessibility and disability inclusion for our people and customers in our built environments — including for new developments and refurbishments.	<ul style="list-style-type: none"> – Accessibility Framework for operational areas designed and embedded into property processes. – Utilising the universal design principles to create a checklist for all building works (new/refurbishments). – Further review of key Qantas workplaces to determine accessibility requirements. – Access and inclusion initiatives will be implemented across Qantas facilities and footprint post the review. 	One
Built environment	1.2 We will continue to consider accessibility for Qantas workplaces and relevant customer areas, including appropriate prioritisation of works.	<ul style="list-style-type: none"> – Accessibility Framework for Qantas workplaces designed and embedded into property processes. – Qantas continues to consider accessibility for Qantas workplaces and relevant customer areas and is engaging in scoping activities to prioritise works in these spaces. 	One–three
Built environment	1.3 We will continue to factor accessibility in the design of our aircraft cabins.	<ul style="list-style-type: none"> – Consideration with respect to seating, lavatories, onboard aisle wheelchairs and aids, service dog accommodations, inflight entertainment, medical power outlets and oxygen. 	One–three

Provisions of CTA Accessibility-Related Regulations

Provisions of Canadian Transportation Agency (CTA) accessibility-related regulations

People with disability are entitled to certain accommodations and services under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). As a large foreign carrier, Qantas is subject to requirements in Parts 1 and 2 of this regulation for all flights operated to, from and within Canada. A summary of the accommodations and services Qantas provides pursuant to the ATPDR may be found on [Qantas' ATPDR webpage](#).

Progress in relation to these provisions

One of the Qantas Group's ambitions is to ensure we make the customer journey as seamless as possible for people with disability. Qantas had already implemented many of the accommodations and services set out in the ATPDR prior to the announcement of

the ATPDR requirements. We continue to deliver on these, while seeking opportunities to enhance or improve these services based on staff and customer feedback, addressing known pain points.

Priority baggage and onboard storage of mobility aids

Qantas continues to comply with its duty under subsections 40 and 41 of the ATPDR to accept mobility aids as priority baggage, including ensuring the aid is returned upon arrival without delay. In addition, acknowledging the importance of this service for our customers across the Qantas network, we created a project team tasked with considering this aspect across all aircraft in the Qantas fleet as well as new aircraft types joining our fleet in future. For our Boeing 737, weight and balance, trim and load control planning must be factored, however across all fleets, we endeavour to deliver mobility aids as a high priority.

Damaged, destroyed or lost mobility aids
Qantas continues to comply with its duty under subsection 61 of the ATPDR. Qantas understands the importance of protecting mobility equipment throughout the journey and we do our best to ensure equipment arrives safely. Qantas has always endeavoured to support customers in these scenarios. However, we have further reviewed and developed the available customer information and refined relevant procedures, ensuring the highest level of prioritisation to resolve should this situation arise.

Training

Whilst not required under the ATPDR for our airline, Qantas has refreshed its disability awareness training, which supports the delivery of the CTA Accessibility related regulations and our broader access and inclusion goals.

General

We welcome feedback on our Plan or this Progress Report and any barriers you might be experiencing in accessing our services. We will acknowledge your feedback when you make it. You can also give feedback anonymously if you wish to do so.

You can request a copy of this Progress Report or a description of the [feedback process](#) in a range of different formats (including Easy English, print, large font, plain language, audio described, braille, and electronic formats that are compatible with adaptive technology e.g. accessible Word versions), which we will provide within 15 days (or within 45 days in the case of Braille and Audio) of your request.

You can provide feedback on this Progress Report or request this Progress Report in a different format by contacting us in a way that suits you. You can contact the Head of Inclusion and Diversity at Qantas Group by:



Phone: +61 2 9691 3636



[National Relay Service](#) and ask for +61 2 9691 3636

Phone: 1300 555 727 (free call from landlines) or TTY 133 677. Interpreters can be arranged.



Mail: Qantas Group, 10 Bourke Road, Mascot NSW 2020, Australia



Email: accessandinclusionplan@qantas.com.au

You can provide feedback on our products and services by:



Phone: 1300 659 161 within Australia, or +61 2 9123 6025 outside Australia
9am to 5pm AEST, 7 days per week



[National Relay Service](#) and ask for +61 2 9123 6025

Phone: 1300 555 727 (free call from landlines) or TTY 133 677. Interpreters can be arranged.



Our [Customer Care Feedback Form](#) on the Qantas website

