



Access and Inclusion Plan

2023-2026

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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Recognition of the contribution of people with disability to this Plan

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 this Plan.

Disclaimer

This Plan sets out the Qantas Group's accessibility goals for the next three years. It is provided for information purposes only. This Plan does not constitute a contract or impose any contractual or other obligations, implied or otherwise, on the Qantas Group. This Plan 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. This Plan may be varied or replaced from time to time.

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.

This Plan applies to the operations of Qantas Airways Limited in Canada only. While aspects of the Plan, 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.

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

People with a 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](#).

How we developed our Plan

We know that people with disability, as well as their families and carers, are best placed to share their experience and perspectives and to provide feedback to us about accessibility and inclusivity. We have strived to place these experiences and perspectives at the heart of our Plan. Our Access and Inclusion Committee, who provided input for the development of this Plan included people with lived experience of disability.

Consultation

To develop our Plan, we have held virtual consultation meetings with people with disability including Qantas Group employees and with peak organisations representing people with disability in Australia.

The project team who developed this Plan on behalf of the Qantas Group Management Committee (GMC) included multiple team members with lived experience and caring responsibilities for people with disability. A lived experience advisory panel of people with disability also reviewed this Plan.

Feedback from our customers with disability has also helped shape the actions in this Plan.

We acknowledge and thank everyone who shared their valuable experiences and contributed to the development of this Plan.

We will continue to seek feedback from people with lived experience as we measure our progress against this Plan annually.



How to provide feedback

General

We welcome feedback on our Plan 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 Plan 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 Plan or request this Plan 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

Our Access and Inclusion Goals

Our goals

This Plan sets out our key goals to improve accessibility for our people, our customers and our community. We have a series of actions to undertake over the next three years (2023–2026).

These actions focus on removing barriers, preventing new barriers and improving access and inclusion for people with disability.

We will review and report on our progress against this Plan annually. We will invite feedback from our people, stakeholders and people with disability, and the organisations that represent them to help us continue to improve our performance.



1. Employment

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To recruit more people with disability into our workforce	1.1. We will review and improve our recruitment processes to be inclusive of people with disability and aim to reduce barriers to employment.	1	People
	1.2. We will work towards achieving a Disability Confident Recruiter Status over the life of our Plan.	3	People
2. To make reasonable workplace adjustments more accessible	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.	1	Qantas Medical/ People
	2.2. We will improve our ability to record disability information and accessibility requirements.	2	People
	2.3. We will continue to improve our approach with employees' request for workplace adjustment through our ServiceNow system.	1	ICT

1. Employment cont.

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
3. To build the capability and confidence of our leaders and employees to support people with disability	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.	1	People
	3.2. We will build the capability of our employees in disability awareness. We will deliver Inclusive Leadership training and coaching to Qantas leaders in order to increase awareness and understanding.	2	People
	3.3. We will establish a reverse mentoring program with Qantas leaders and our people with disability.	3	People
4. To create a more inclusive culture in our workplaces	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.	1	People



2. Information and Communication Technology (ICT)

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To enhance the accessibility of our technology and online environment	1.1. We will continue to build the capability of our technology teams and web content designers in Website Content Accessibility Guidelines (WCAG) compliance at an AA Level.	2 and 3	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.	1, 2 and 3	ICT
	1.3. We will continue to review our most heavily used technology systems to improve accessibility for our customers.	1, 2 and 3	ICT
	1.4. We will consider accessibility for people with disability in relation to appropriate technology products and services changes.	2 and 3	ICT

3. Communication (other than ICT)

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To continually improve our policies and processes to support our customers with disability	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.	1, 2 and 3	Customer Experience
	1.2. We will complete a review of our Qantas Airline accompanying carer concession fares and action improvements identified.	1	Customer Experience
	1.3. We will improve our policies and practices to provide greater accessibility for our customers with non-visible disability.	1	Customer Experience
2. To improve our communications to customers about the accessibility supports available to them	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.	1 and 2	Customer Experience
3. To train our staff and leaders to support our customers with disability	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.	1 and 2	Customer Experience



4. Procurement of goods, services and facilities

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To embed accessibility considerations in our procurement practices	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.	1, 2 and 3	Group Procurement

5. Design and delivery of programs and services

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To continually improve our policies and processes to support our customers with disability	1.1. We will continue to improve the overall booking process and how we collect and store information about a customer's accessibility requirements.	1, 2 and 3	Customer Experience
	1.2. We will continue to review the feedback and complaints processes for customers with disability. We will aim to have these customer complaints prioritised and accessible by people using alternative forms of communication.	2	Customer Experience





6. Transportation

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To improve our transportation options for customers with disability	1.1. We will continue to engage with our Airport Partners to advocate for accessibility of the airport experience (including transportation within airport terminals).	1, 2 and 3	Airports/Property
	1.2. We will continue to consider accessibility requirements in our procurement processes for transportation enabling access to our services (e.g buses between terminals where within Qantas Group remit).	1, 2 and 3	Airports

7. Built Environment

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
1. To enhance the accessibility of our properties and 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.	1	Property
	1.2. We will continue to consider accessibility for Qantas workplaces and relevant customer areas, including appropriate prioritisation of works.	1, 2 and 3	Property
	1.3. We will continue to factor accessibility in the design of our aircraft cabins.	1, 2 and 3	Aircraft Projects/ Customer Product & Service



