



# Access and Inclusion Plan

FY24-FY26

# 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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## 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 operations of Qantas Airways Limited and Jetstar Airways Pty Limited in Australia 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.



### **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.

# A message from our CEO



Diversity and inclusion is a core element of the long-term success of the Qantas Group. Building and maintaining a diverse and inclusive culture helps make us a better airline, and a better society more broadly.

We know that people with disability can sometimes face barriers to accessing air travel which can make it difficult and stressful, and experience additional barriers in accessing employment.

As a global airline, with more than 27,000 employees, we can make a significant difference.

The Qantas Group's Access and Inclusion Plan outlines our commitment to accessibility and inclusion for all our customers and employees with disability as well as the broader community.

Our Plan identifies how we can create a more consistent and inclusive experience for people with disability throughout their entire journey, starting from when they book with us.

It also focuses on removing barriers to employment for people with disability, identifying opportunities for targeted recruitment, and creating an inclusive and disability confident workplace where all our people feel they belong and can have meaningful careers.

We have been guided by people with disability throughout the development of this Plan, and we will continue to seek feedback as we implement it and measure our progress.

## **Vanessa Hudson**

Chief Executive Officer and Managing Director  
Qantas Group

# A message from the Australian Network on Disability



The Australian Network on Disability congratulates the Qantas Group on the development of their first Access and Inclusion Plan 2023–2026. This Plan demonstrates Qantas’ commitment to identifying and addressing barriers to access and inclusion for their customers and employees with disability.

Affirming Qantas’ commitment to consult with their employees and customers, the development of the Plan was guided by people with disability. Built on four key pillars, Qantas is to be commended for its commitment to employment and sustainable careers, inclusive customer experience, community partnerships and accessible places and technology, as outlined in the Plan. All essential pillars for building capability and inclusion.

As a partner on this journey, the Australian Network on Disability has seen Qantas achieve many goals: including participation in our Access and Inclusion Index benchmarking tool and building workforce capability through the delivery of disability confidence training to Qantas employees.

We wish Qantas every success with the implementation of this foundational Access and Inclusion Plan and look forward to supporting the organisation in the implementation.

**Corene Strauss**

CEO, The Australian Network on Disability

# Our role in accessibility and inclusion

## What is Disability?

At the Qantas Group, we acknowledge the 'social model of disability' as described by the United Nations Convention on the Rights of Persons with Disabilities. The social model of disability is important because it views disability as stemming from our communities, our services and our spaces that are not accessible or inclusive. In the social model of disability, it is society that places limits on a person, not their disability.

For us, disability is broad and includes physical, intellectual, psychiatric, sensory, neurological, learning and psychosocial disability. Disease, illness and medical conditions are also included in this definition. Disability may be temporary or permanent, total or partial, lifelong or acquired, visible or non-visible.

Not everyone who experiences access barriers identifies as a person with disability. We want to focus on how we can improve accessibility of our products and services to meet all requirements.

**4.4 million**

people live with disability

**2.1 million**

people of working age (15–64) have disability

**53%**

of those with a disability are in the workforce

**2.65 million**

carers represent nearly 11% of all Australians

**86%**

of primary carers assisted with transport

*2018 Australian Bureau of Statistics Disability, Ageing and Carers, Australia. This is the most current data available at the time of producing this Plan.*

# Our role in Accessibility and Inclusion cont.

## What role can Qantas play?

We believe that we can have the biggest impact on improving access and inclusion if we focus on:

**Our people:** As an employer of more than 24,000 people across the Qantas Group, we have an important role in creating accessible, safe and inclusive workplaces for our people. We aspire to increase the number of talented and skilled employees with disability who are able to have a meaningful career with Qantas.

**Our customers:** The Qantas Group carries approximately 50 million passengers a year. We want to make the journey as seamless as possible for people with disability and their families. It is important they are treated with dignity and respect every time they fly with us.

**Our community:** We recognise the role that the Qantas Group can play in supporting people with disability in the broader community. We can do this by supporting disability community initiatives and engaging with suppliers who share our inclusion and accessibility values and aspirations.

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**“Flying can be daunting for people who have different needs. A change in plan or a disruption can have bigger impacts for a person with disability than for other customers. I just need to know that the staff understand this.”**

Qantas customer





# 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 to us about accessibility and inclusivity. We have strived to place these experiences and perspectives at the heart of our Plan.

## Consultation

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

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.

Our Access and Inclusion Committee, who provided input for the development of this Plan included people with lived experience of disability.

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

We acknowledge and thank everyone who shared their 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.



# 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 across four Pillars. In each Pillar we have a series of actions to undertake over the next three years.

This Plan has the support of Qantas Group leadership and we are committed to delivering the actions outlined in this Plan.

Accountability and transparency around this is important to us. 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.

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**“I’m excited about where we are going to take our business with this Plan. We are focusing on the things that matter most to our customers and our people.”**

Cinda Viranna, Head of Inclusion and Diversity, Qantas Group

### CUSTOMER EXPERIENCE

We work to ensure we make the customer journey as seamless as possible for people with disability.

### SUSTAINABLE CAREERS

We support people with disability to build their careers at Qantas Group.

### PLACES AND TECHNOLOGY

We strive for an accessible and inclusive environment for employees and customers of the Qantas Group.

### COMMUNITY AND PARTNERSHIPS

We create more inclusive and accessible communities through our partnerships and procurement.

# Pillar 1. Customer Experience

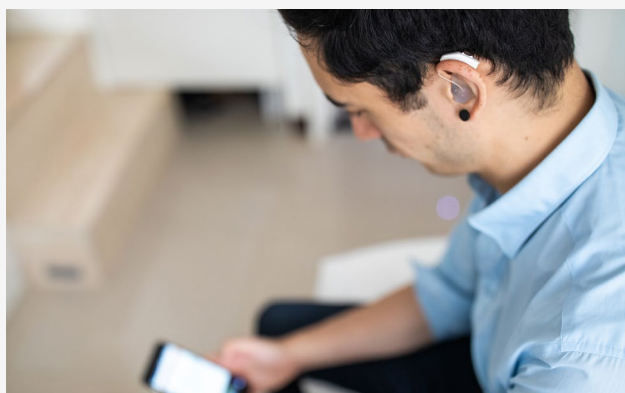
**Our ambition:** We work to ensure we make the customer journey as seamless as possible for people with disability

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
	1.4. 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
	1.5. 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
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

# Pillar 1. Customer Experience cont.

**Our ambition:** We work to ensure we make the customer journey as seamless as possible for people with disability

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
3. To learn from our customers with disability	3.1. We will continue to consult with our customers with disability. We will regularly engage with them about accessibility requirements, the experiences of customers and our progress in developing our future plans.	1, 2 and 3	Customer Experience
4. To train our staff and leaders to support our customers with disability	4.1. 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



## Preparing to Fly

Many people with hearing impairments in Australia use Auslan as their preferred language. Some people who are hard of hearing need subtitles to understand audio information.

Just as we provide information in many languages for our passengers from across

the world, Qantas Group with the support of Deaf Connect has developed a “Preparing for your flight” video. The video helps customers who use Auslan or are hard of hearing to prepare for upcoming flights.

You can find this safety video at <https://www.youtube.com/watch?v=dXXetuROlyw>

# Commissionaires bring our customer experience to new heights

For our customers with disability, flying can be a more stressful or frustrating experience. In addition, some of the things that may happen in the course of travel (such as a change of gate) can have a bigger impact on people with disability than other passengers.

In recognition of this, Qantas has employed Commissionaires in many of our

major airports to assist our customers who have disability.

Qantas Commissionaires have specific training and skills to help our customers with disability feel comfortable in communicating what they need. They help problem solve for these passengers and interact with our

staff and Airport Partners to try to resolve any issues.

For Robert Vogl, a Commissionaire at Melbourne airport, the most important thing in his role is having open communication and creating a connection with the customer.

“When you have a connection with the person, they will share with you any concerns they have, which helps them relax and feel less pressure.”



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**“The Commissionaire who supported me was fabulous. They saw me as a person and didn’t focus only on my disability. This helped them to help me. They listened to what I was saying, rather than reacting to my disability. This made the whole process a lot easier for me”**

Customer Feedback  
Reflection on Commissionaires

# Commissionaires bring our customer experience to new heights cont.

Anna Bickmore Hutt, having recently joined our Commissionaires team at Sydney Airport believes that showing care, compassion and understanding is important.

“I believe greeting the passengers with a smile and a little bit of humour is the first step in creating trust and breaking down barriers, particularly when someone is feeling a little trepid; the use of humour normalises the experience and can often

open up the opportunity to provide an excellent service that fully supports their individual needs.”

Our Qantas Commissionaires help us realise our ambition to make the journey as seamless as possible for people with disability by working to overcome any barriers to access and inclusion and ensure a positive flying experience for all our customers.



If you have a disability and require assistance during your journey, you can contact us to make arrangements:

- [Specific assistance | Jetstar](#)
- [Specific assistance | Qantas](#)

## Pillar 2. Sustainable Careers

**Our ambition:** We support people with disability to build their careers at Qantas Group

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
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 employees 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

## From the track to the tarmac — Wayne's story



After finishing a basketball game in 1997, Wayne Bell was on his way home when he was in a terrible accident. He was left with life long injuries, resulting in an above the knee amputation.

"I wasn't sure what I could do after the accident and decided that having the right attitude was going to be important to make the most of my life".

Through the help of a great support network, Wayne pushed himself outside of his comfort zone. This led him to represent Australia at the Sydney 2000 Paralympics in the sport of Pentathlon. This experience sticks with him to this day, particularly the impact of being in an environment where people of all abilities came together and could openly talk about disability.

In 2012, Wayne joined Qantas. In his role as a Customer Service Agent he wears a leg prosthesis which supports him but is

not visible to others. When he first joined Qantas, Wayne remembers his colleagues being curious, but unsure how to talk about disability or ask questions.

"I felt like I was one of the first people with disability many of my team members had worked with. Having a relationship enabled a safe space for them to ask questions."

Inspired by his experiences at the Paralympics, Wayne has been a long time advocate at Qantas for people with a wide range of abilities working together.

"An enabled environment where people can openly talk about disability rather than hide it is what we should be aiming for."

To build this enabled environment, Wayne is looking forward to the launch of Qantas's new Employee Network for people with disability and allies. He believes it will provide many benefits around inclusion and help



## From the track to the tarmac — Wayne's story cont.

create a safe space for people to share their experiences and learn from each other.

“It would help promote awareness of different disabilities and give people a voice which would go a long way to reducing stigma of disability.”

Looking ahead, Wayne is excited to support Qantas' efforts to increase workforce participation of people with a disability, including those with non-visible disability.

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**If we are welcoming to people around disability and encourage communication, this lets us work through things together and puts people at ease.**

Wayne Bell, Qantas Group, Canberra



# Storytelling to break down stigma — Nick's Story



Nick Corrie, had a dream to work in aviation. While studying his Bachelor of Aviation, Nick had a workplace accident in his part time job that left him with complex regional pain syndrome, which meant he faced barriers to obtain his dream job.

"One of the difficulties of having a complex health condition is living in the state of the unknown".

Not to be deterred from achieving his dream, after graduating Nick sought out a role at Jetstar in Manager Standards and Assurance. Prior to joining, Nick was concerned about whether he would be excluded due to his invisible disability.

"I had previously worked for an employer who didn't believe me about my invisible disability and as a result was unsupportive in me having an accessible work environment".

Nick reflects on his experience at Jetstar with relief and gratitude. He recognises that not all people with disability have managers

that are understanding and supportive of people with accessibility requirements.

"My managers genuinely cared about my wellbeing and wanted to understand how they could best support me to be my best self at work".

Nick believes most managers would provide support to employees with a disability but don't know where to start. He is pleased to see Qantas Group's Plan to develop targeted resources and training across the workforce to help build confidence and capability in this area.

Even though Nick has lived with his disability for over 11 years, he still finds it can be a difficult topic to talk about, especially with new team members. What has helped him is leaders sharing their own stories and vulnerabilities, particularly those relating to disability or mental health.

"The importance of having people, especially leaders share their stories to reduce the stigma, makes it easier for others to openly share their stories".

What was also important to Nick was people being curious without pressuring someone to share.

"Allow space for us. We understand you're not always going to get it right and that's okay. Keep having good intentions and trying to actively listen and engage with people with disability."

Nick looks forward to supporting Jetstar's access and inclusion initiatives. Through sharing his own story, Nick is seeking to contribute to a safe and inclusive environment where people with disability can thrive.

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**"I think when it comes to disabilities, they're all unique and there's no one solution that fits all. Trust the person with the disability to know what's best for them, they can help themselves and all they really need is for you to listen and be willing to learn"**

Nick Corrie, Jetstar, Melbourne

## Pillar 3. Places and Technology

**Our ambition:** We strive for an accessible and inclusive environment for employees and customers of the Qantas Group

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 engage with our Airport Partners to advocate for accessibility of the airport experience (including transportation within the remit of our Airport partners).	1, 2 and 3	Airport/Property
2. To improve our transportation options for customers with disability	2.1. We will continue to factor accessibility in the design of our aircraft cabins.	1, 2 and 3	Aircraft Projects/ Customer Product & Service
	2.2. We will continue to consider accessibility requirements in our procurement processes for transportation enabling access to our services (e.g busses between terminals where within Qantas Group remit).	1, 2 and 3	Airports

## Pillar 3. Places and Technology cont.

**Our ambition:** We strive for an accessible and inclusive environment for employees and customers of the Qantas Group

GOALS	ACTIONS	YEARS	RESPONSIBLE AREA
3. To enhance the accessibility of our technology and online environment	3.1. 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
	3.2. 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
	3.3. We will continue to improve our approach with employees' requests for workplace adjustments through our ServiceNow system.	1	ICT
	3.4. We will continue to review our most heavily used technology systems to improve accessibility for our customers.	1, 2 and 3	ICT
	3.5. We will consider accessibility for people with disability in relation to appropriate technology products and services changes.	2 and 3	ICT

# Pillar 4. Community and Suppliers

**Our ambition:** We create more inclusive and accessible communities through our partnerships

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 across all pillars.	1, 2 and 3	Group Procurement
2. To influence our partners and suppliers to focus on access and inclusion for people with disability	2.1. We will review our partnerships with the disability sector organisations and suppliers including exploring potential new partnerships.	2 and 3	Partnerships
	2.2. We will continue to work with our current partnership organisations and, where appropriate, consider collaborating on, highlighting and supporting their commitment to access and inclusion.	1, 2 and 3	Partnerships
	2.3. We will establish a workplace giving program to support community partners in the disability sector.	3	Partnerships
	2.4. We will continue to work with our partner Paralympics Australia and other current partner organisations to promote awareness and support for people with disability in the community.	1, 2 and 3	Partnerships

# Qantas staff support people with disability



Qantas Pathfinders was established in 1967 by Chief Steward Pat McGann and was named after the famous Australian squadron that dropped flares to light the way during World War II. For over 50 years, Pathfinders has embodied its name by finding creative ways to raise funds to support people with disability.

Over the years, more than a thousand Pathfinders members made up of Qantas cabin crew, pilots, ground staff and friends

have volunteered their time and talents to raise funds to support NextSense (formerly the Royal Institute for Deaf and Blind Children). NextSense is a leading Australian not-for-profit organisation that provides vital support for children and adults with hearing and/or vision loss.

Pathfinders is NextSense's oldest and largest supporter, having raised nearly \$9 million. Each year Qantas staff raise approximately \$300,000 through annual aviation-related

events such as the Qantas Pathfinders Revue, a fun-filled variety show with singing, dancing, entertainment and a live band; the Charity Flight, a privately chartered day trip to a different destination each year, and the Joey Joy Flight, a dedicated 90 minute flight for children and their carers over the Sydney-Newcastle-Wollongong area.

Kylie Reynolds, Vice President of Qantas Pathfinders and International Flight Attendant for Qantas, highlighted the importance of their annual events and Qantas' commitment to making them

# Qantas staff support people with disability cont.

a success, “Our sponsors and supporters are extremely generous and we love seeing them each year at our various events. They’ve become part of our Pathfinders family and we simply couldn’t hold our events without the enthusiasm and commitment from our amazing volunteers who make every event a joyous occasion”.

Craig Lambert, Qantas Captain and President of Qantas Pathfinders, can also speak from personal experience of the outstanding support NextSense provides. “My daughter Natalija is vision impaired and the support NextSense has provided our whole family over the last 19 years has been amazing. I’m proud of the time, energy and dedication of our Pathfinders volunteers for such a worthy charity”.

The future is looking bright. Qantas Pathfinders continue to volunteer their time to support the inclusion of people with disability by raising much needed funds for NextSense. Their efforts over the years have helped NextSense broaden their



impact, including their upcoming move into a purpose built centre for innovation in the Macquarie University precinct, allowing NextSense to reach even more people who need their support.

For more information, visit [www.qantaspathfinders.org.au](http://www.qantaspathfinders.org.au).

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**“The support from Pathfinders enables us to go further in working with people on their own terms and help those with hearing and vision loss meet their own unique goals and needs so they can realise what’s possible.”**

Chris Rehn, Chief Executive NextSense

# Our partnership with Paralympics Australia



Since 2011, Qantas has been the Official Airline for Paralympics Australia. We proudly fly Paralympic athletes to competitions around Australia and the globe, including the Paralympic Games.

On the ground, our support continues as we work with Paralympics Australia to help improve our systems and practices so that our passengers with disability arrive safely to their destinations.





## Where to next?

The Qantas Group Access and Inclusion Plan is a three year Plan taking us from 2023 through to 2026. Qantas Group will monitor annual progress against the goals and actions in this Plan.

Driving the implementation of this Plan is the Qantas Group Access and Inclusion Committee which is chaired by an Executive Leader. The Committee is made up of representatives across the Group who will lead the implementation of the Plan and employee representatives. The Committee is supported by our Group Management Committee (GMC). Responsible teams for the implementation of each action have been outlined in this Plan.

We will continue to engage with people with disability as we implement this Plan and assess our progress.

Additionally, an Employee Network for people with disability and allies will play a key role in providing advice on accessibility and inclusion at the Qantas Group more broadly.



# How to provide feedback

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.

## Alternative formats

We've made our Plan in PDF and Easy English Versions, available at [qantas.com](https://qantas.com).

You can request other alternative formats by emailing us at [accessandinclusionplan@qantas.com.au](mailto:accessandinclusionplan@qantas.com.au)

You can provide feedback on this Plan by:



**Phone:**

+61 2 9691 3636

Ask for a member of the Inclusion and Diversity Team



**Email:**

[accessandinclusionplan@qantas.com.au](mailto:accessandinclusionplan@qantas.com.au)



**Mail:**

Head of Inclusion and Diversity  
Qantas Group, 10 Bourke Road  
Mascot, NSW 2020 Australia

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



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



**Mail:**

Qantas Group Customer Care  
10 Bourke Road Mascot, NSW  
2020 Australia



We support people who use the National Relay Service. If you're deaf and/or find it hard hearing or speaking with people who use a phone, you can contact us through this service.

