

Information for emergency services

The National Assistance Card is a personalised communication tool to assist people with disability in a range of situations. The Card is available to Autistic people and people with brain injury in Australia.

The Card provides key information about the person, including their unique areas of difficulty, and how they may best be supported.

Why is it important to know about the Card?



During an emergency or crisis, people with disability may need extra support with communication, processing information, or responding to instructions.



By recognising and responding to the Card, you can support safer, more effective interactions during emergencies.



The Card is a verified and reliable resource. All cardholders provide supporting documentation as part of the application process.

Learn how to respond

If someone shows you their National Assistance Card, you can:

- acknowledge you recognise the Card
- ask the cardholder how you can assist them
- read the Card
- scan the QR code to find out more about the cardholder
- call the cardholder's contact person if requested or you need to.



For more information visit: www.nationalassistancecard.com.au

The National Assistance Card Service is funded by the Australian Government Department of Health, Disability and Ageing.

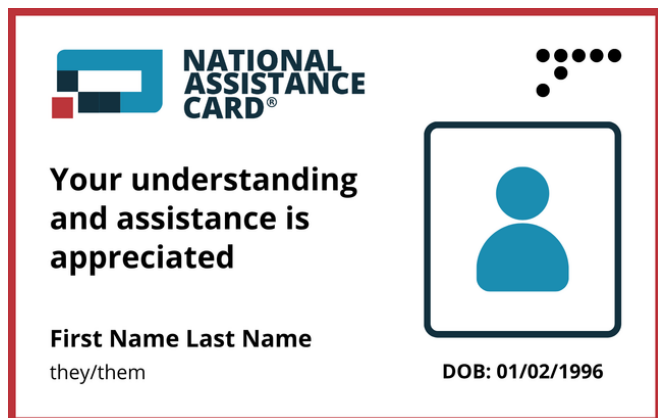
Are you National Assistance Card aware?



Recognising the National Assistance Card

The Card has a distinct appearance:

- a white background
- a red border
- the cardholder's photo
- the National Assistance Card logo.



Front of the Card



Back of the Card

Scan the QR code to see an example of additional information

"Clear communication can save lives. The National Assistance Card helps emergency responders understand and provide the support people need during a crisis."



David Hughes
Manager Community
Risk Reduction, South
Australian Country
Fire Service

"Whilst my needs aren't huge, if I fall I look like I'm drunk but at least with this Card, it will help people to understand and has details of not only my deficits but also my emergency contact details."



Saran
Cardholder

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