



**NATIONAL
ASSISTANCE
CARD®**

Community Assistance Guide

Are you National Assistance Card aware?
Learn what to do and how you can help



"When I get confused and people see the assistance card they seem to try harder to be more understanding, which then calms me down." (Cardholder)



Find out more and apply at:
www.nationalassistancecard.com.au

What is the National Assistance Card?

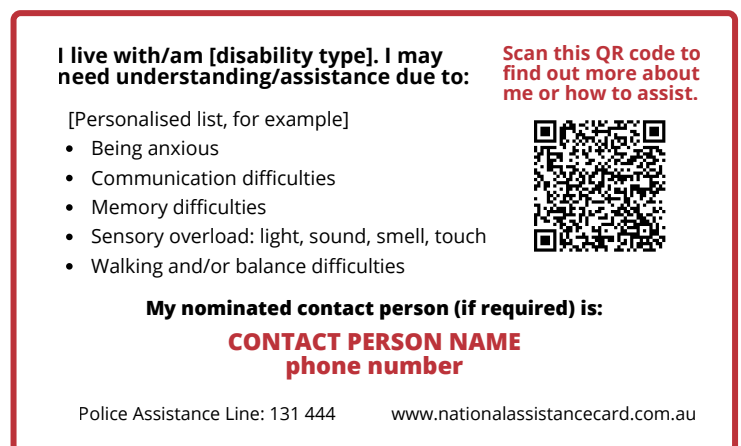
The National Assistance Card:

- is a personalised card to assist people with disability and health conditions in the community
- can help cardholders communicate their unique areas of difficulty and the assistance they may need
- can be used in everyday or emergency situations.

The Card has important information

This includes:

- Information about who you can contact on their behalf
- Things about a person that might impact them, like communication, balance, memory, sensory overload and fatigue
- A QR code that can be scanned for more personalised written or video information about how to support them



Scan the QR code to see an example

Important

- The National Assistance Card explains a cardholder's unique areas of difficulty. It does not make a cardholder exempt from the law.
- The National Assistance Card is a community service. It is not an official identity card or legal document.



Why might someone show you their Card?

A cardholder may choose to show their Card:

- to avoid or help with a misunderstanding
- to tell you their needs (for example: needing extra time to complete an activity or task)
- because they are feeling overwhelmed, confused, disoriented or unsafe.

What to do when you are shown the Card

When someone shows you a National Assistance Card, you should:

- read the card and ask the cardholder how you can help them
- be friendly and respectful and use clear, plain language (you do not need to be loud and slow).

If asked or needed, you can:

- scan the QR code to find out more about the cardholder and how you can help
- call the cardholder's contact person
- help the cardholder to contact emergency services (e.g., police or ambulance).



Be National Assistance Card-aware

Recognising the National Assistance Card and knowing how to respond helps people feel comfortable and safe communicating with you or using your services.

Everyone can play a role in making our community more accessible to people with disability and health conditions.



Better customer service



Stronger support for people with disability



A more inclusive society

Who is the National Assistance Card for?

The National Assistance Card is available to **Autistic people and people with brain injury** in Australia.

Key things to know about autism

- Autism is a neurological and developmental condition that occurs when the brain develops differently.
- Autism affects the way people sense, communicate, behave and interact with the world.
- While there are some common autistic traits, people experience autism in different ways.
- A person's autistic traits might be obvious to others, only show up in tough situations, or not be noticeable at all.

Key things to know about brain injury

- Brain injury is any damage or injury to the brain that happens after birth and results in ongoing impairments.
- These impairments can be physical, cognitive, emotional and/or behavioural.
- Many effects of brain injury are not visible, but they are still real and significant.
- The effects of brain injury are different for each person.



Complete the online application at:
www.nationalassistancecard.com.au/apply

For more information

visit: **www.nationalassistancecard.com.au**
email: **info@nationalassistancecard.com.au**
call: 1300 680 045



**NATIONAL
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CARD®**

Registered to



**BRAIN INJURY ASSOCIATION
OF TASMANIA**

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