



# Information Pack: Service Providers

Your understanding  
and assistance is  
appreciated

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he/him

DOB: 26/04/1966

**The National Assistance Card is registered to the Brain Injury Association of Tasmania.**

The National Assistance Card Project is funded by the Australian Government Department of Health, Disability and Ageing. Visit [www.health.gov.au](http://www.health.gov.au) for more information.

[www.nationalassistancecard.com.au](http://www.nationalassistancecard.com.au)

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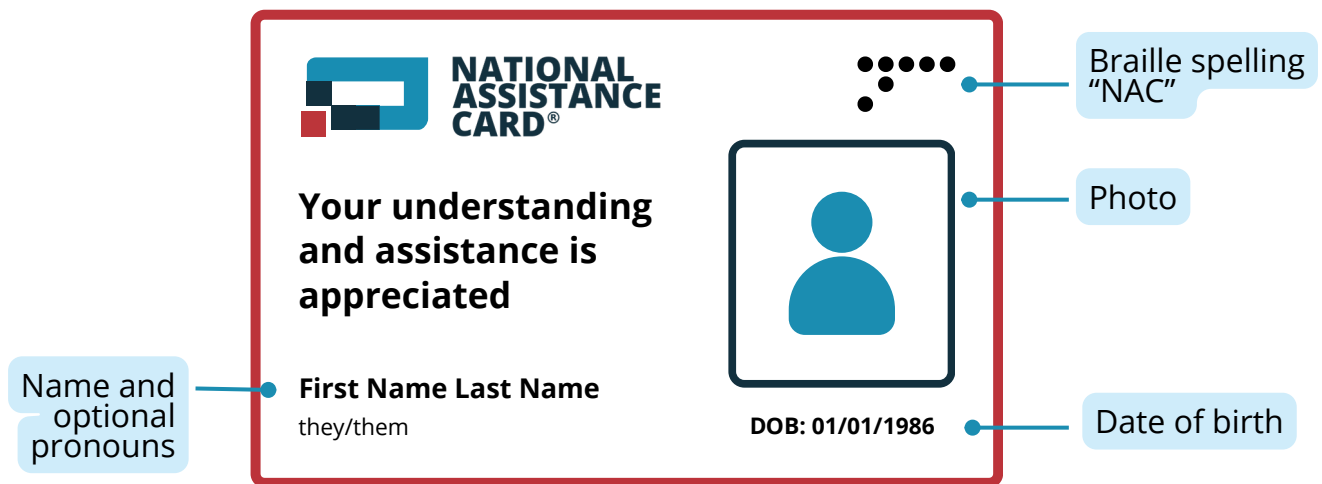


# What is the National Assistance Card

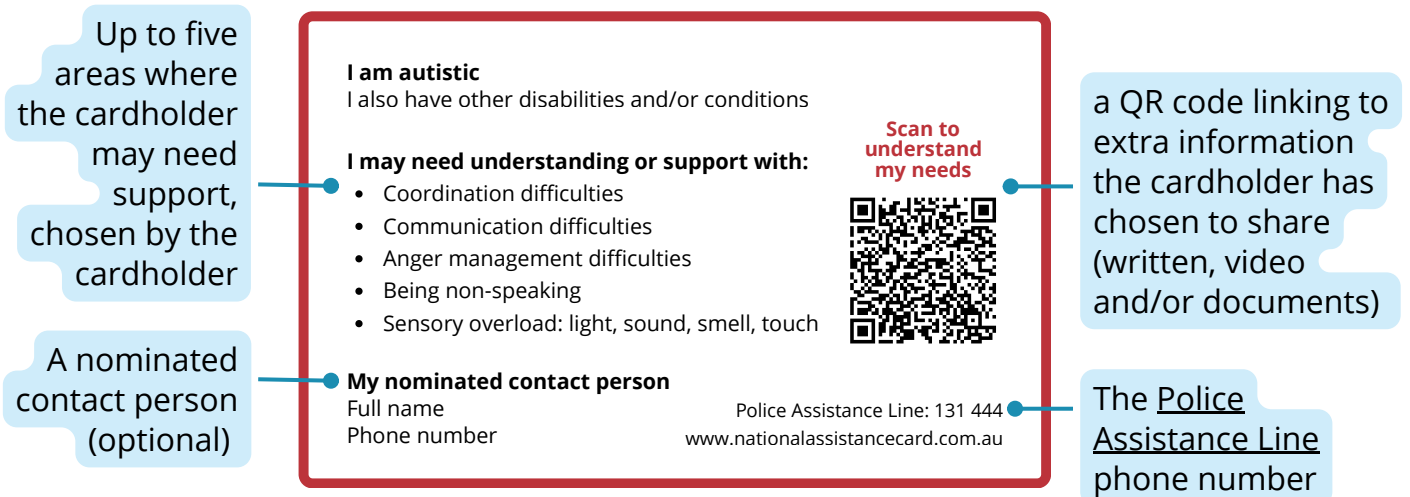
The National Assistance Card is a communication tool to assist people with disability and health conditions in the community.

The Card can be used in everyday or emergency situations where a cardholder may need assistance or support.

**Every Card is personalised.** Please see below an example of the front and the back of the Card.



## The back of the Card includes:



## Important

- The National Assistance Card is a communication tool. It is not an official identity card.
- The National Assistance Card explains a cardholder's support needs. It does not give special legal rights or exemptions.

## How the Card works

The National Assistance Card can be used in everyday or emergency situations.

A cardholder may choose to use their Card if they feel overwhelmed, confused, or unsafe, or if they need understanding and help. Examples of where to use the Card include:

- Shops, cafes, hotels and cinemas
- Banks, Centrelink and other government departments
- Transport, such as airports, buses, trains, trams, taxis and Ubers
- With family, friends and work colleagues
- With first responders, such as police, ambulance or fire.

“

*It's very easy for me to hand a Card to someone when I am in crisis rather than try to explain from scratch what's going on.*

*Cardholder*

## Card eligibility

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

There are no age restrictions for applying for the National Assistance Card. The Card is available to children and adults.

We hope that, in the future, the National Assistance Card will be available to all people in Australia with disability and health conditions.

## Cost of the Card

- A new Card costs \$44.
- A replacement card costs \$22 (only required if Card is lost or printed information needs updating).
- Applicants can pay using a credit/debit card or PayPal in the online application portal.
- The cost helps cover production and awareness resources. For anyone who can't pay due to social or financial hardship, please select 'Unable to pay' in the application and the fee will be waived.



# How to apply

Your service or organisation can support clients and participants apply for a Card. Before starting, the applicant will need:

- **To live with brain injury and/or autism**
- **A medical or allied health document to confirm their disability and/or health condition.**



Apply online at:  
[www.nationalassistancecard.com.au/apply](http://www.nationalassistancecard.com.au/apply)

Applying for a National Assistance Card takes about 30 - 45 minutes. You can save and come back at any time.

The application has 6 steps:

1. Sharing some personal details
2. Building your Card (Front)
3. Building your Card (Back)
4. Uploading documents
5. Reviewing your information
6. Payment

If you need help at any point, you can call us on 1300 680 045.

## Resources to help your clients apply

### Frequently Asked Questions

[www.nationalassistancecard.com.au/frequently-asked-questions](http://www.nationalassistancecard.com.au/frequently-asked-questions)

### How to Apply Guides:

The written guides include step by step instructions and can be printed and downloaded.

[www.nationalassistancecard.com.au/digital-resource-categories/how-to-apply-guides](http://www.nationalassistancecard.com.au/digital-resource-categories/how-to-apply-guides)



*The application process itself was therapeutic. It helped me unpack my story, think about what I might need help with in the community, and articulate those needs in my own words through the QR code.*

*Lizz, cardholder*

### Privacy

All applicant information is securely stored in accordance with our Privacy Policy:  
[www.nationalassistancecard.com.au/information/privacy-policy](http://www.nationalassistancecard.com.au/information/privacy-policy)

# Raise awareness of the Card

Raising awareness and promoting the Card will support your clients, and benefit your service or organisation.

The National Assistance Card can:



Give your clients more confidence and greater independence



Provide peace of mind for families and carers



Create a more inclusive society

## Digital library

To make it easy to spread the word, we've created a **digital library** of helpful wording, email templates, images and social content.

These can be shared with your staff, clients and networks via newsletters, email, social media, or your website.

## Book an online information session

You can send an email to [comms@nationalassistancecard.com.au](mailto:comms@nationalassistancecard.com.au) to book a free information session for your staff or peer support group.

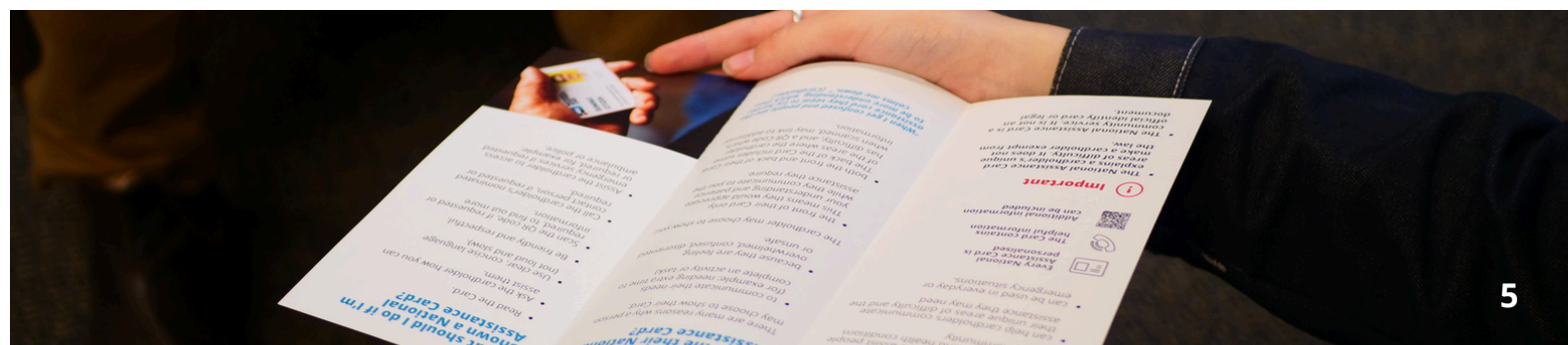
## Order brochures

Contact us to order copies of brochures or view and download digital flyers at: [www.nationalassistancecard.com.au/digital-resource-categories/digital-flyers](http://www.nationalassistancecard.com.au/digital-resource-categories/digital-flyers)



## Download Your Badge

Highlight that your service or organisation is National Assistance Card Aware by downloading and displaying the Awareness Badge on your website.



## Contact us

General enquiry:

**info@nationalassistancecard.com.au**

Marketing and communications:

**comms@nationalassistancecard.com.au**

Freecall:

1300 680 045

Postal Address:

National Assistance Card Service

PO BOX 4580

Bathurst St Post Office

Hobart TAS 7000

Office:

1 Liverpool Street

Hobart TAS 7000



[www.nationalassistancecard.com.au](http://www.nationalassistancecard.com.au)



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