



How to apply for the National Assistance Card

www.nationalassistancecard.com.au

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What is the National Assistance Card

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

The Card can help cardholders communicate their unique areas of difficulty and the assistance they may need, especially during stressful moments when it can be hard to find the right words.

The National Assistance Card program is owned by the Brain Injury Association of Tasmania and funded by the Australian Government Department of Health, Disability and Ageing.

Sample card front and back

Scan the QR code below to view example written/video information.

 Your understanding and assistance is appreciated First Name Last Name they/them DOB: 01/01/1986	 I am autistic I also have other disabilities and/or conditions I may need understanding or support with: • Coordination difficulties • Communication difficulties • Anger management difficulties • Being non-speaking • Sensory overload: light, sound, smell, touch My nominated contact person Full name Phone number Police Assistance Line: 131 444 www.nationalassistancecard.com.au
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Scan to understand my needs



Getting Ready to Apply

Check if you're eligible for the Card

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

Gather what you need to apply

See next page for Application Checklist.

Apply online

You will need a computer, smartphone or tablet with an internet connection.

Application Checklist

You will need to provide:

- ☐ **Your name, address, date of birth and a few other personal details**
- ☐ **A phone number and email address**
This can be yours or a family member/friend.
- ☐ **Supporting documentation**
The National Assistance Card requires you to have supporting documentation that confirms your disability. We accept letters, reports, and certificates from the following professionals:
 - General practitioner (GP)
 - Medical specialist (for example, neurologist)
 - Clinical neuropsychologist or psychologist
 - Allied health practitioner (for example a physiotherapist, occupational therapist, speech pathologist).

A scan or photo of the document can be uploaded directly to the application.

Need a letter confirming your diagnosis?
[Download our eligibility letter template](http://www.nationalassistancecard.com.au/apply) (www.nationalassistancecard.com.au/apply) and share it with your GP or health professional.
- ☐ **The impacts and areas of difficulty you experience**
Related to your disability or health condition.
- ☐ **A photo of yourself**
You can upload a photo you already have, or take a new one when you apply.
- ☐ **Optional - Additional information linked to QR code**
You can include written information and/or make a video to share about the impacts you experience and the support you may need.

You can also add up to 2 documents that help others communicate with you, support you, or keep you safe. People can see them when they scan your QR code.
- ☐ **Optional - The name and phone number of your nominated contact person**
This is someone who can be contacted for you if required.
- ☐ **Payment**
\$44 for the Card. You can pay using a credit/debit card or PayPal in the online application portal. Fee waivers are available for people experiencing social or financial hardship.

Start Your Application



Apply online at:

<https://apply.nationalassistancecard.com.au/>

Applying for a National Assistance Card takes about 30 - 45 minutes.

The application has 7 steps:

1. Sharing some personal details
2. Building your Card (Front)
3. Building your Card (Back)
4. Build the QR code (optional)
5. Uploading documents
6. Reviewing your information
7. Payment

You can save and come back at any time.

To log back into your application:

- Visit the link above, click 'Apply Now' and click 'Start/Continue'.
- Select 'Existing'. Enter your name, phone number and email.
- You will be sent a verification code to open your application.

You can ask a family member, friend or support worker to help you with your application or fill in the application for you. If you need help at any point, you can call us on 1300 680 045.

After Submitting Your Application

1. You will receive a confirmation email

This will include a summary of your application, any instructions that are relevant to your application, and a receipt that you can use to request reimbursement from your provider. Some organisations may reimburse you. However, the National Assistance Card is not always recognised as an approved NDIS support, so please check with your NDIS service provider before applying.

2. We will review your application

A National Assistance Card team member will review your application and contact you if we have any questions about your application.

3. You will receive your card and a digital version of it

If all the information is complete, your application will be processed, and your National Assistance Card will be printed and posted to you. You will also receive images of your card that you can save to your phone.

Frequently Asked Questions

What is autism?

Autism is a neurodevelopmental condition that occurs when the brain develops differently. While there are some common autistic traits, people experience autism in different ways.

What is brain injury?

Brain injury is any damage or injury to the brain that happens after birth and results in ongoing impairments. (The definition also includes Fetal Alcohol Spectrum Disorder which is brain damage caused by alcohol exposure before birth).

Common causes of brain injury include motor vehicle crashes, assaults, sporting accidents, stroke, lack of oxygen to the brain, brain tumours and degenerative neurological conditions such as dementia and Parkinson's Disease.

Is my information kept private and secure?

All information provided to the National Assistance Card Service is kept private, confidential, and secure in line with the National Assistance Card Privacy Policy.

Sensitive information (e.g., disability or health conditions) is only seen by staff members who need to confirm eligibility for the Card.

You can read our [Privacy Policy](#) and Easy Read Privacy Policy on our website.

I am helping more than one person apply for a National Assistance Card. What do I need to know?

You can use the same phone number and email address for different applications. If you are using the same computer, smartphone or tablet to complete different applications, you will need to sign out between Card applications and log back in using a verification code.

Why do I need to provide medical documents with my application?

To ensure the success of the National Assistance Card as a community service it is important the cardholder's disability and/or health condition has been professionally verified.

Can I have my preferred name printed on the Card?

Yes. You can have your preferred name printed on the Card, as long as we can confirm your eligibility using your supporting documentation.

Who should I choose as my nominated contact person?

- It is your choice whether to have a nominated contact person printed on your Card.
 - Your nominated contact person can be a family member, friend or carer.
 - We do not recommend you nominate your service provider or GP as they may not be able to be contacted after hours.
 - We recommend asking the person you wish to nominate for their permission before providing us with their details.
 - Your contact person's address and email will only be accessed by the NAC team if we need to contact you and are unable to do so.
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Why is there a cost for the National Assistance Card?

The cost contributes to the Card production and helps to pay for information and education resources about the Card.

What if I cannot pay for my Card?

If you are experiencing financial or social hardship, you can select the "Unable to pay" option on the payment screen when submitting your application.

I'm having trouble taking or uploading my photo, or uploading my supporting documents. What should I do?

You can email your photo and documents to info@nationalassistancecard.com.au

Alternatively, you can text your photo and pictures of your documents to 0459 025 869.

If your supporting document is a hard copy, simply scan it or take a clear photo before sending it to us.

What is a QR code?

A QR code is a 'Quick Response' barcode that, when scanned with a mobile phone, allows the user to quickly access information online.

What information will the QR code on my Card display?

- When someone scans your QR code, they will be able to see all the areas of difficulty you have selected as well as any additional written or video information you have added.
- It will also display your name, and your contact person's name and phone number.
- If you have added additional documents to your QR code, such as your Epilepsy Management Plan, these can also be viewed.

I'm having difficulty recording my video for my QR code on my phone. What should I do?

You may want to ask someone to help you record your video and upload it to your application. Alternatively, it may be easier to record the video using a computer with a camera rather than a smartphone or tablet.

If you don't have access to a computer, you could ask a family member or friend if you can use theirs. To do this, you will need to log in to your application on their computer and go to the QR section of your application.

What if I want my information removed from my QR code later?

The information on your QR code can be updated or removed in the future if you choose. Please email info@nationalassistancecard.com.au to do this.

I would like to finish my application later - how do I save my application?

- Your application saves automatically.
 - Click Close on any screen to save and close your application or click on the face/photo icon at the bottom of the side menu and select Sign out.
 - You can come back and complete your application when you are ready.
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Do I always need to enter my login details?

- No. If you tick 'Remember me' when you log in, the next time you access your application, if you are using the same device (computer, phone or tablet), you will be taken straight to the welcome page after clicking start.
 - Yes. If you are using a different device then you will need to log in again and enter a verification code to access your application.
 - Important: Do not tick "Remember Me" if you are using a public or shared computer, for example in a library.
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Can I access my application after I have completed it?

Once you have submitted your application, you cannot log into your application again. If you need to change any of the information you have provided – please contact the National Assistance Card team.

- Email: info@nationalassistancecard.com.au
 - Phone: 1300 680 045
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Contact Us

Email info@nationalassistancecard.com.au
Freecall 1300 680 045