

Who is the Card for?

The National Assistance Card is available to all people in Australia living with brain injury.

In Tasmania the Card is being trialled with the autistic community, and people with other disabilities and health conditions.

Important things to know about brain injury

- Brain injury is defined as any damage or injury to the brain, occurring after birth, resulting in ongoing impairments.
- 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.
- The ongoing impairments a person may have could be physical, cognitive, emotional and/or behavioural.
- Many of the effects of brain injury are not visible; this does not make the impacts any less real.
- The effects of brain injury are different for each person.

"Other people can now read or watch a video to understand my unique challenges and the assistance I may need. It makes it easier for me to communicate." (Cardholder)



For more information about the National Assistance Card

www.nationalassistancecard.com.au

info@nationalassistancecard.com.au
Freecall: 1300 242 827



Registered to



The National Assistance Card Project is funded by the Australian Government Department of Social Services.



Community Assistance Guide

Have you been shown a National Assistance Card?
Learn what to do and how you can assist

NATIONAL GUIDE



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.



Every National Assistance Card is personalised



The Card contains helpful information



Additional information can be included

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 identify card or legal document.**

Why might a cardholder show me their National Assistance Card?

There are many reasons why a person may choose to show their Card:

- to communicate their needs (for example: needing extra time to complete an activity or task)
- because they are feeling overwhelmed, confused, disoriented or unsafe.

The cardholder may choose to show you:

- the front of their Card only.
This means they would appreciate your understanding and patience while they communicate to you the assistance they require.
- both the front and back of their Card.
The back of the Card includes some of the areas where the cardholder has difficulty, and a QR Code which, when scanned, may link to additional information.

"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)

What should I do if I'm shown a National Assistance Card?

- Read the Card.
- Ask the cardholder how you can assist them.
- Use clear, concise language (not loud and slow).
- Be friendly and respectful.
- Scan the QR code, if requested or required, to find out more information.
- Call the cardholder's nominated contact person, if requested or required.
- Assist the cardholder to access emergency services if requested or required, for example: ambulance or police.

