

# How to Apply Frequently Asked Questions (FAQ) For The National Assistance Card



For more information visit  
[www.nationalassistancecard.com.au](http://www.nationalassistancecard.com.au)

## FREQUENTLY ASKED QUESTIONS

### → Who can apply for a National Assistance Card?

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

### → Who is the National Assistance Card run by?

- The National Assistance Card Service is owned by the Brain Injury Association of Tasmania, therefore, the Brain Injury Association of Tasmania will appear on payment options and statements related to the Card.
- The National Assistance Card Service Project is funded by the Australian Government Department of Social Services.

### → 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.

You can read our [Privacy Policy](#) and Easy Read Privacy Policy on our website or contact the National Assistance Card Service on 1300 242 827 to obtain a copy.

### → How do I apply for the National Assistance Card?

- To complete your application, you will need a computer, smartphone or tablet with an internet connection.
- To access the online application visit this website: [www.nationalassistancecard.com.au/apply](http://www.nationalassistancecard.com.au/apply) and click the Apply Now button.

### → What information will I need to complete my application?

- A phone number (this can be yours or a family member/friends).
- An email address (this can be yours or a family member/friends).
- The name and contact details of a nominated contact person.
- Medical documentation to verify any disability or health condition you choose to list on your Card.

### → Can someone apply on my behalf?

Yes, a family member, friend, carer, support worker or service provider are all allowed to assist you to fill in your application or fill in the application for you.

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

If you are using the same computer, smartphone or tablet to complete different Assistance Card applications you will need to sign out between Card applications and log back in using a verification code.

→ **Can I use the same phone number and email address for different applications?**

- Yes you can.

→ **I have started my application and I need to change my name, phone number, email address or state or territory.**

- You cannot change your first name, surname, State/Territory, phone number or email address after you start your application.
- If you have made a mistake, or need to update this information, you need to contact the National Assistance Card Service for assistance:  
Email: [info@nationalassistancecard.com.au](mailto:info@nationalassistancecard.com.au) or Phone: 1300 242 827.

→ **What if I don't have a mobile phone number or don't have a phone?**

- If you do not have a mobile phone, you can include a landline phone number in your application.
- If you do not have a phone, please use the phone number of someone you trust (family member, friend, service provider).
- Please note: the National Assistance Card team may contact you using this phone number.
- You will need to have access to this phone if you choose SMS instead of email to receive the verification code when you start or log back in to your application.

→ **What if I don't have an email address?**

- You must include an email address in your application. If you do not have your own email address, please use the email address of someone you trust (family member, friend, service provider).
- Please make sure you have easy access to this email account as the National Assistance Card team will use this email address to send you information about your application.
- You will need to have access to this email account if you choose email instead of SMS to receive the verification code when you start or log back in to your application.

→ **Do I always need to enter in 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.

→ **Who should I choose as my Nominated Contact Person?**

- Your Nominated contact person can be a family member (for example your partner, parent, sibling), 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 you ask the person you are nominating as your contact person before you provide us with their details.

→ **Who has access to my nominated contact person's information?**

- Your contact person's name and phone number will be printed on your Card and will be included in the information linked to your QR code.
- Your contact person's address and email will not be printed on your Card.
  - This information will be securely stored in accordance with the National Assistance Card Privacy Policy and can only be accessed by the National Assistance Card Service Team.
  - This information will only be accessed if we need to contact you and are unable to do so.

→ **Why can't I have more than 5 areas of difficulty printed on my Card?**

- Due to the size of the Card (wallet size) a maximum of 5 areas of difficulty can be printed on your Card.

→ **What if I have more than 5 areas of difficulty that are relevant to me?**

- These will be listed and available when someone scans the QR code on your Card.

→ **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?**

- The QR code on your Card is unique to you.
- The information linked to the QR code will allow people you show your Card to scan the QR code to understand more about you and the best way to support you.
- When scanned with a mobile phone the QR code will display 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.
- Cardholders who select that they live with epilepsy can link their Epilepsy Management Plan and/or Epilepsy Medication Plan to their QR code.

→ **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 for you and help you upload it to the application. Alternatively, it is easier to make the video using a computer with a camera than a smartphone or tablet. If you don't have a computer, you could ask a family member or friend if you can use their computer to make the video. 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 contact the National Assistance Card Service to do this.



→ **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.

As part of the application, you must provide medical documentation to verify any disability or health condition you choose to list on your Card.

→ **What Supporting documentation is accepted for my application?**

The documents must be from a medical or allied health professional and need to include the your name and disability or health condition diagnosis. The documents do not need to go into detail.

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)

→ **Why does my supporting document need to be from a medical or allied health professional?**

The National Assistance Card Service cannot legally or medically confirm your disability or health condition, therefore supporting medical documentation is required.

→ **Can I simply upload a photo of my supporting document?**

You can scan or take a photo of the document, but make sure you include the whole document.

→ **How much does the National Assistance Card cost?**

A new National Assistance Card will cost \$44 (including GST).

If you need a replacement Card, it will cost \$22 (including GST).

→ **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?**

- You can contact the National Assistance Card Service to discuss your options.
- If you are unable to pay for your Card you can select the 'Other' option on the payment screen of the application. A National Assistance Card Service team member will then contact you to discuss your options.

→ **How do I Sign out of my application?**

- You can Sign out of your application by clicking on the face/photo icon at the bottom of the side menu and selecting Sign out.
- You can come back and complete your application when you are ready.

### → **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](mailto:info@nationalassistancecard.com.au)
- Phone: 1300 242 827

### → **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.

### → **I need a replacement Card**

Please contact the National Assistance Card Team.

- Email: [info@nationalassistancecard.com.au](mailto:info@nationalassistancecard.com.au)
- Phone: 1300 242 827

## DEFINITIONS

### → **Brain Injury**

- Brain injury is defined as any damage or injury to the brain, occurring after birth, resulting 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.
- 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 doesn't make the impacts any less real.

### → **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.
- All, some, or none of a person's autistic traits may be obvious to others or only noticeable in difficult settings.

### → **Smartphone**

Smartphone – a phone with a camera that can connect to the internet – this can be an iphone or an android phone.

### → **Tablet**

Tablet – a handheld device such as an ipad, or android tablet with a camera - that can connect to the internet.