

# How To Apply For The National Assistance Card

## Guide for Phone/Tablet Users



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

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# HOW TO USE THIS GUIDE

## The National Assistance Card Team recommend you:

- Have this guide handy, either printed or accessible before you start your application.
- Refer to the Guide while you complete your application.
- Watch the How to videos in the application for more information.
- Ask a family member, friend or support worker to help you with your application.

## The How to Apply Guide includes:

- A step-by-step guide for each section of the online application. This includes information about why information is needed and how to include it.

## How to Apply Frequently Asked Questions

- Learn more by reading the How to Apply Frequently Asked Questions located on the Apply Now screen of the website ([www.nationalassistancecard.com.au/apply](http://www.nationalassistancecard.com.au/apply)).

## How to Apply Quick Start Guide.

- If this guide is too long there is a Quick Start Guide located on the Apply Now screen of the website ([www.nationalassistancecard.com.au/apply](http://www.nationalassistancecard.com.au/apply)). The Quick Start Guide is a summary of the process of applying for a National Assistance Card.

# HOW TO USE THE ONLINE APPLICATION SYSTEM

## Instructions:

### 1. To start your application go to: [apply.nationalassistancecard.com.au](http://apply.nationalassistancecard.com.au)

- You can close and come back to your application at any time.
- You may need to log in again to continue with your application.
- Your information will be saved every time you close and leave the system.
- To do this: Click **Close** or **Sign Out**.
- You can move between screens by:
  - Clicking on the **Next** and **Back** buttons, or
  - Clicking on the icons on the **side menu**.
- 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.

# Setup

# LOG IN SCREEN

**The details you include on this screen make your application unique to you and help to keep your information safe. You cannot change them later in the application.**

- If you need to change these details please contact the National Assistance Card Service.

## Instructions:

1. If you are logging in for the first time to start a new application, select the **New Button**.
  - If you have already started an application you will select the Existing button
2. Enter your First Name and Surname.
  - This is the cardholders name and will be printed on the Card.
3. Enter your Phone Number.
  - Do not use spaces: #####
  - You will need to use the same phone number every time you log in to your application.
4. Enter your Email Address.
  - You will need to use the same email address every time you log into your application.
5. Select the State or Territory where you live.

## (Optional)

Tick **Remember Me** if you would like your log in details to be remembered for next time. This way you won't have to enter your log in details again the next time you come back to your application.



### **Important:**

Do not tick "Remember Me" if you are using a public or shared computer, for example in a library.

6. Double check all information and spelling is correct and Click Next.



# Section 1: Home

# Home Screen: Welcome to the National Assistance Card

**The information you provide on this screen confirms the disability and health conditions that you live with.**

## Instructions:

### 1. If you live in ACT, NSW, NT, QLD, SA, VIC, WA

**Brain Injury** is preselected for you as the National Assistance Card is currently only available to people in your state or territory if they live with brain injury.

### If you live in Tasmania

You can select **Brain Injury** or **Autism** as your primary disability.

- If you have both diagnoses, please select one here and the other at part 2.

### 2. (Optional)

If you also have any of the following disabilities or health conditions, you have the option to include them on your Card:

- Autism.
- Brain Injury.
- Intellectual disability.
- Epilepsy.
- Mental Illness.

Tick the boxes that apply to you or leave them blank.

### 3. Click Next.



### Important:

You will need to provide medical documentation to verify any disability or health condition you select. You will be asked to upload the documents later in the application.





# Section 2: Cardholder

# CARDHOLDER DETAILS

**The information you provide on this screen will be printed on your Assistance Card.**

## Instructions:

1. Your First name and Surname will appear as you entered them on the log in screen. You cannot change this information.
2. Enter your Date of Birth
3. Click Next.

# CARDHOLDER CONTACT DETAILS

**The information you provide on this screen will be used by the National Assistance Card Service Team to post, and communicate with you about, your Assistance Card, and will not be printed on your card.**

## Instructions:

1. Enter your Address.
  - When you start typing your address, a list of possible options will appear.
  - If the list includes your correct address you can click on this option, and it will add your address for you.
  - If the list does not include your correct address, you can type the correct information into each of the boxes: Address, Suburb, Postcode
2. Your Phone number and Email address will appear as you entered them on the log in screen. You cannot change this information here.
  - If these details are not correct please contact the National Assistance Card Service.
3. Please select yes or no to tell us if this is your own Phone number
  - Yes
  - No – it is someone else's Phone number
4. Please select yes or no to tell us if this is your own Email address
  - Yes
  - No – it is someone else's Email address
5. Double check all information is correct and click Next.

# OTHER CARDHOLDER INFORMATION

**The information you provide on this screen will only be used by the National Assistance Card Service Team for reporting purposes, and to support the development of resources.**

- This information will not be reported in any way that identifies you.
- This information will not be printed on your card.

## **Instructions:**

1. Select the option that applies to you for the question:  
I identify as?
2. Select the option that applies to you for the question:  
Are you of Aboriginal or Torres Strait Islander Origin?
3. Select the option that applies to you for the question:  
Which language do you mainly speak at home?
4. Select the option that applies to you for the question:  
Do you have a National Disability Insurance Scheme (NDIS) Plan?
5. Double check all information is correct and click **Next**.



# **Section 3: Contact Person**

# NOMINATED CONTACT PERSON'S DETAILS

**Your Card includes the name and phone number of a nominated contact person.**

- **This is the person who can be contacted if you need assistance.**
- **Their name and phone number will be printed on your Card.**
- **Their address and email will not be printed on your Card.**

## **Instructions:**

1. Enter your Contact person's:
  - a) First Name.
  - b) Surname.
  - c) Phone Number.
2. Let us know who your Contact person is – for example, your mother, brother, friend, carer.

## **(Optional)**

3. Enter your Contact person's Address.
  - When you start typing the address, a list of possible options will appear.
  - If the list includes the correct address you can click on this option, and it will add the address for you.
  - If the list does not include the correct address, you can type the correct information into each of the boxes: Address, Suburb, State, Postcode.
4. Enter your Contact person's Email Address.
5. Double check all information and spelling is correct and click Next.



# Section 4: Impacts

# AREAS OF DIFFICULTY PART A

**Your Card will include information about the disability and/or health condition related areas of difficulty you experience.**

## **Instructions:**

1. From the list on your screen, select between 1 and up to 10 areas of difficulty that apply to you, that are related to your disability and/or health condition.
  - If your area of difficulty is not on the list provided you can add it by selecting Other and writing a description in the text box.
  - These areas of difficulty will be listed when your QR Code is scanned.
2. Click Next.

# AREAS OF DIFFICULTY PART B

## **Instructions:**

1. From the checklist choose between 1 and up to a maximum of 5 areas of difficulty that you would like to be printed on your card.
  - Pick the areas you may need the most support with.
2. Click Next.

## **Please note:**

Your full list of up to 10 areas of difficulty will be included on your QR code information. You can read more about this in the next section.



# Section 5: QR Code



# ADD ADDITIONAL INFORMATION TO YOUR QR CODE

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

The areas of difficulty you selected in Part A of the previous section will be shown when someone scans your QR code. You have the option of including additional information attached to your QR code on your Card.

You can add this additional information in written form and/or make a 3-minute video of yourself or a nominated person talking on your behalf. This can include the difficulties you may experience and how people in the community can assist you.

- If you have selected Epilepsy as an additional health condition, you have the option of uploading your Epilepsy Management Plan and/or Epilepsy Medication Plan.

## Instructions:

1. Choose if you would like to add additional information linked to your Card via a QR code.
  - a) Select **NO** if you do not want additional information linked to your Card via a QR code then click Next and go to Page 19 of this How to Apply Guide.
  - or
  - b) Select **YES** if you do want to add additional information linked to your Card via a QR code then move onto step 2.
2. Choose how you would like your additional information included.
  - You can select in writing, via video or both.

## (Optional)

Applicants who live with epilepsy, you can upload your Epilepsy Management Plan and/or Epilepsy Medication Plan here, if you would like them to be displayed and linked to your QR code.

- a) Click Choose File to upload or take a photo of your document. This will open a pop up on your phone/tablet.
  - b) Select my files", then locate the file you would like to add and click Open.
- or
- Click camera and take a photo of your document and then click open.

3. Click Next.

# INFORMATION TO BE LINKED TO YOUR QR CODE

**Your answers to the questions in this section will help you to make your video and/or provide written information that people will see if they scan the QR code on your Card.**

## **Important:**

For safety reasons please do not include your home address or phone number.

## **Instructions:**

All the areas of difficulty you previously selected will automatically be shown when someone scans your QR code.

1. Using your own words, please write in the top text boxes provided how these areas of difficulty impact you and/or how people could assist you.

For example, you could write:

- *I have memory difficulties and need things written down for me.*
- *Because I have difficulty communicating, please give me more time to speak.*

2. Using your own words, please write in the bottom text boxes provided other things related to your disability/health condition - you would like people to know.

For example, you could write:

- *Please only call my nominated contact person if I ask you to or I have a medical emergency.*
- *Because of my disability I swear sometimes when I become agitated, please give me time to calm down in a quiet space.*

3. Click Next.

# SCRIPT

**You will only see this screen if you have chosen to make a video to be linked to your QR code.**

- **If you selected to add written information only for your QR code skip this section and go to page 19 of this guide.**
- This screen shows you the script for you to read while you are recording your video.
- The script has been created using the information you provided on the previous screens.

## **Instructions:**

1. Read your video script.
  - a) If you want to change the words in your video script: Click Back and make changes to the information you provided.
  - b) If you are happy with your video script, go to step 2.
2. Select if you would like your video script to be emailed to you.
  - Emailing your script is optional.
3. Click Next.

# RECORD YOUR VIDEO

**You will only see this screen if you have chosen to make a video that will be linked to a QR Code on your Card. If you selected writing for your QR code skip this section and go to page 19 of this guide.**

## Instructions:

- 1.** Read through your video script 2 or 3 times so you feel comfortable with what you need to say.
  - You should have chosen to have your video script emailed to you on the previous screen.
  - If you didn't do this, you can click Back and select the script be emailed.
  - Open your email to access the script.
  - We recommend that you print your script or open the email on a different device to the one you are using to complete your application.
  - This will allow you to read from your script while you record your video.
  - Your video can be up to 3 minutes long. (Use the counter on your camera to help you.)
- 2.** Record your video.
  - Click Choose file.
  - Select camera option with video/camcorder.
  - Make sure you can see yourself on the screen.
  - You may need to click a button that changes the camera view to show you, as if you were taking a 'selfie'.
  - When you are ready to record your video, Click the record button.
  - Read from your script.
  - Remember to speak slowly and clearly.
  - When you are finished reading your script, click the button to stop recording.
  - Click OK.
- 3.** Watch and upload your video.
  - To watch your video, click on the play arrow in the Preview recorded window.
  - If you are happy with your video, click Use Video. This will upload the video to your application.
  - If you want to re-record your video – start Step 2 again.
- 4.** Click Next.

### **(Optional)**

These instructions are for people who have recorded their video separately and want to upload it into the application.

### **Instructions:**

- 1.** Upload your video to your application.
  - Click Choose file.
  - Select Files option.
  - Find the video you would like to add and click on it.
- 2.** Watch and upload your video.
  - To watch your video, click on the play arrow in the Preview selected window.
  - If you are happy with your video, click Use Video. This will upload the video to your application.
  - If you want to upload a different video – start Step 1 again.
- 3.** Click Next.

# QR CODE PREVIEW SCREEN

**Everyone has a QR code printed on their National Assistance card. The QR code will display: your name, all the areas of difficulty you selected, and your nominated contact person's name and phone number.**

If you chose to add additional written information and/or a video, or uploaded an Epilepsy Plan, these will appear too.

The box on your screen shows you what people who scan the QR code on your Card will see.

## **Instructions:**

- 1.** Read and check the information inside the box.
  - If you have made a video you can click on the play arrow to watch it.
  - a)** If you want to make any changes to the information shown here: click Back or click on the side menu to go to the section you would like to change.
  - b)** If you are happy with your QR code information, go to step 2.
- 2.** Click Next.



# Section 6: Documents

# SUPPORTING DOCUMENTATION

**As part of your application, you will need to provide documentation to verify any disability or health condition you selected from the home screen.**

## **Important:**

You must include a document for each disability or health condition you include in your application.

You can add up to 4 documents (These can be 4 pages from the same document or 4 separate documents), the documents must be from a medical or allied health professional.

If you do not have your documents ready to upload you can click Next to continue with your application. You can come back to this section when you have the documents.

## **Instructions:**

1. To add your documents, click Choose or Browse File button, a pop up will appear, on your phone.
2. Select my files". Then locate the file you would like to add and click Open.

**or**

Click camera and take a photo of your document and then click open.

- Make sure you include the whole document.
- If the document is more than 1 page you may need to add each page separately.

If you are unable to upload your documents, you can email or post them to us.

3. Repeat step 1 for each disability or health condition you have included in your application.
4. Click Next.





# Section 7: Photo

# PHOTO OPTIONS

**You need to add your photo to your application.  
This photo will be printed on your Card.**

## Instructions:

1. Select an option for adding your photo.
  - a) Take/upload photo using your camera.  
or
  - b) If you are unable to upload your photo you can email or post them to us.
2. Click Next.

# UPLOAD OR TAKE A PHOTO

## Instructions:

1. To **take** your photo.
  - a) Click choose file.
  - b) Select camera from the pop up options.
  - c) Make sure you can see yourself on the screen.  
You may need to click a button that changes the camera view to show you.
  - d) Click the button to take a photo.
  - f) Click OK.

or

To **Upload** a photo.

- a) Click choose file.
- b) Select my files or gallery from the pop up options.
- c) Find the photo you would like to add and click on it.

**2. Submit your photo.**

- a)** Click Submit to add your photo to the Card.
- b)** If the photo does not meet system requirements, you will need to upload a different photo.
- c)** We may crop your photo to make sure it is the right size.
- d)** If you want to take a different photo – start Step 1 again.

**3. Click Next.**

# UPLOAD AN EXISTING PHOTO

## Instructions:

- 1.** To upload your photo to your application.
  - a)** Click Choose file, this will open a new window on your computer.
  - b)** Find the photo you would like to add and click Open.
- 2.** Edit your photo.

You will need to make sure your photo is the right size.

  - a)** Move the 'cropping tool' over the photo so your head is in the middle of the box.
  - b)** If necessary, you can resize your photo by using the slide bar below the photo.
  - c)** When you have box the right size and in position click Crop.
  - d)** When you have finished editing your photo, Click Crop.
- 3.** When you are happy with your photo, Click Submit.
- 4.** Click Next.



# Section 8: Summary

# SUMMARY SCREEN

## **This is a summary of the information you have provided.**

- If any details are not correct or incomplete you can use the edit button or side menu to go back to each section to make changes.
- You can click on the Summary button on the side menu at any time to return to this screen.

### **Instructions:**

- 1.** Read your contact details to check they are correct.
  - Please note: you cannot change your name, state or territory, phone number and email.  
If these details are not correct please contact the National Assistance Card Service.
    - Email: [info@nationalassistancecard.com.au](mailto:info@nationalassistancecard.com.au)
    - Phone: 1300 242 827
- 2.** Read your contact person's details to check they are correct.
- 3.** Check if any section of your application is listed as incomplete.
  - If anything is incomplete, click edit to go back and finish that section of your application.
- 4.** Read the three statements and tick the boxes if you agree.
  - You may want to ask a family member or friend to read these with you.
  - You will need to tick the boxes to continue with your application.
- 5.** Answer the question: Did someone help you fill in this application.
  - If you answer Yes: Type the main reason why you needed help.
- 6.** Click Next.



# Section 9: Payment

# PAYMENT SCREEN

**You need to pay for your Card to complete your application.**

- A new National Assistance Card costs \$44 (including GST).
- A replacement National Assistance Card costs \$22 (including GST).

## Instructions:

1. Select how you would like to pay for your Card.
2. Submit your application.
  - a) If you select **Credit Card**:  
Click **Checkout** to enter your credit card details and finalise your application.
  - b) If you select **Direct Deposit, Cheque** or **Money order**:  
Payment information will be included in your confirmation email.
  - c) If you select **The NDIS (National Disability Insurance Scheme) or other third-party organisation, such as a compensation insurer, will pay for the Card**:  
An invoice will be included with your confirmation email. You can forward the invoice to the relevant organisation or service.
  - d) If you select **I am unable to pay for the Card**:  
Enter in the reason you are unable to pay for the card. A staff member will review and approved or may reach out if needing additional information.
3. Click **Next** to finalise your application.





# Completing the application

# WHAT HAPPENS NEXT - AFTER I SUBMIT MY APPLICATION

1. You will receive a confirmation email from the National Assistance Card Service. (Please look in both your email inbox and junk folder).

The email will include:

- A summary of your application.
- Any instructions that are relevant to your application, for example, payment information if you choose to pay by direct deposit.
- A receipt or invoice for your Card – as an attachment.

2. The National Assistance Card team will:

- Review your application.
- Contact you if we have any questions about your application.
- Process and post your Card to you.
- Your Card will be posted as soon as possible. Please be aware that, due to COVID-19, post is currently taking longer in Australia.