

# Quick Start Guide For The National Assistance Card



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

# HOW TO APPLY - QUICK START GUIDE

**You can read this Quick Start Guide to help you apply for a National Assistance Card.**

This Quick Start Guide is a summary of the full National Assistance Card How to Apply Guide.

If you need more detailed instructions about how to apply for a Card, you can read:

- **The full National Assistance Card How to Apply Guide.**
- **The How to Apply Frequently Asked Questions.**

Download the full How to Apply Guide and Frequently Asked Questions here: [www.nationalassistancecard.com.au/apply](http://www.nationalassistancecard.com.au/apply).

## Instructions:

### 1. Check if you are eligible for a Card.

- The National Assistance Card is currently available for people in Australia living with brain injury.
- We hope that, in the future, the National Assistance Card will be available to all Australians living with disability and/or health conditions.

### 2. Complete the application online using a computer, smartphone or tablet. Visit: [apply.nationalassistancecard.com.au](http://apply.nationalassistancecard.com.au)

### 3. Watch the How to Apply Guide videos in the application.

### 4. Provide application details

You will need the following information to complete your 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).
- Medical documentation to evidence your brain injury, and any other disability/health conditions to include in your application. (This can be a pdf or image file or you can email or post the documents to us).
- The name and contact details of your nominated contact person. (This is someone who can be contacted for you if required).

Your contact person's name and phone number will be printed on your Card.

**5. Provide information about the impacts and areas of difficulty related to your brain injury, other disability and/or health condition.**

- Add the areas of difficulty you experience to your Card.

**6. All Cards come with a Quick Response code (QR code).**

- The QR code will list the areas of difficulty you select.
- You can choose to add additional information to the QR code about the impacts of your brain injury, other disability or health condition and/or how people in the community can assist you.
- You can add this information in written form or make a video of yourself or a nominated person talking on your behalf.

**7. Add supporting documentation.**

- To complete your application, you must add medical documentation to evidence your brain injury.
- Add documentation for any other disability/health conditions you selected from the home screen (This can be a pdf or image file or you can email or post the documents to us).

**8. Add your photo to your application.**

**9. Submit your application.**

**10. Pay for your Card to complete your National Assistance Card application.**

There are different payment options.

## WHAT HAPPENS NEXT?

**1. You will receive a confirmation email.**

- This will include a summary of your application and any instructions that are relevant to your application, for example, payment information if you choose to pay by direct deposit.

**2. The National Assistance Card Team will review your application.**

- If all the information is complete your application will be processed, and your Card posted to you.

**3. A National Assistance Card Team member will contact you if we have any questions about your application.**