

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. (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.
- Every brain injury is different.

How can I support the National Assistance Card Service?

- Tell your family, friends, co-workers and employees about the National Assistance Card.
- Learn more about brain injury and help to raise community awareness.



For more information about the National Assistance Card Service

www.nationalassistancecard.com.au

info@nationalassistancecard.com.au

Phone: (03) 6230 9800 or

Freecall: 1300 242 827



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

www.nationalassistancecard.com.au



What is the National Assistance Card?

The National Assistance Card is a personalised card to assist people with brain injury in the community.

It includes key information about the cardholder, their brain injury related difficulties and ways they can be assisted.

The National Assistance Card can be used in everyday or emergency situations where a cardholder needs assistance or support.



Every National Assistance Card is personalised



The Card contains helpful information



Additional information can be included

Important

- **The National Assistance Card explains the impacts of a cardholder's brain injury, it does not make a cardholder exempt from the law.**
- **The National Assistance Card is a community service, not a legal document.**

Why might a person show me their National Assistance Card?

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

The cardholder may be feeling overwhelmed, confused, disoriented, or may need extra time to complete an activity, for example filling out a form.

The cardholder may choose to only show you the front of their Card. This means they would appreciate your understanding and patience while they communicate to you the assistance they require.

Cardholders may also show you the back of their National Assistance 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."

-Person living with brain injury.

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, eg. ambulance or police.

