



How to apply for a

# Companion Card

Step by Step Guide  
Easy English

May 2019

## Hard Words

This guide has some hard words.

The first time we write a hard word

- The word is in purple
- We will write what the hard word means.

## About this guide

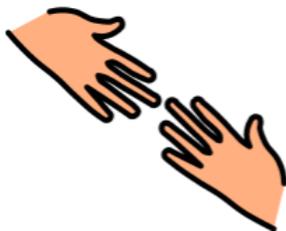


This guide is about how to apply for a **Companion Card**.

A **Companion Card** is a card that lets you buy a second ticket to an event like the movies, sport game or concert for free. You can give the extra ticket to a friend or support person to help you go to the event.



To get a Companion Card you need to fill in a form.



You can ask someone you trust to help you read this guide and help you fill in an application form.

This guide is written by the Sandybeach Centre.

## What you will need before you start

- A Companion Card form.



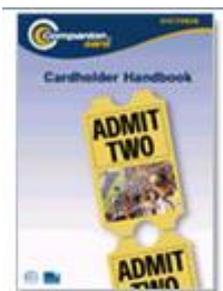
You can get a Companion Card form from the Companion Card website on the internet. Click on [Companion Card Application Form](#).

You will need to print the form.

You cannot use a photocopy of the form.



Or you can call the Companion Card Information Line on 1800 650 611 or email [companioncard@dhhs.vic.gov.au](mailto:companioncard@dhhs.vic.gov.au) and ask them to send you a form in the mail.



- A Companion Card Cardholder Handbook.

You can get a Companion Card Handbook from the Companion Card website on the internet. Click on [Companion Card Handbook](#).



- A blue or black pen.



- 2 **identical** photos of you.

**Identical** means the same.

The photos must be

- of your head and shoulders only
- passport size
- colour.

There is more information about the photos in Step 1 below.



- A program manager of a **service or support** you use.

Examples of **services or supports** are residential housing and day programs. There is a list of services and supports on the form.

or



- A **health professional**.

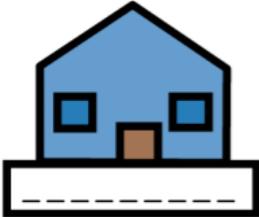
An example of a **health professional** is a doctor, psychologist or speech pathologist. There is a list of health professionals on the form.

You should know the health professional well.

## What you will need to know



- Your name



- Your address



- Your telephone number



- Your email address, if you have one



- Your date of birth

The date, the month and the year that you were born.

Or your age in years if you are not sure which date you were born.



- What type of disability you have

- What type of support you need when you go out into the community



For example do you need a friend or helper to help you

- get around
- plan your day
- read or speak
- get dressed or toilet.

## Privacy statement

The information you write down in the form will not be given to anybody else except the Companion Card program and other people they have to talk to when they work out if you can have a Companion Card.

## Steps

1. Get 2 identical photos of you.



You can go to a pharmacy or Post Office and pay them money to take a photo of you. Or you can print your own photos.



The 2 photos must be

- Of your head and shoulders only
- In colour
- Passport size (45mm X 35mm)
- Printed on photographic paper
- High quality and in focus
- Current (less than 6 months old)
- Identical.

Your form may be sent back to you if your photos are not right. You will not get your photos back.



2. Fill in the form.

You can get a friend, family or service provider to help you.



### Item 1

Are you asking for your first ever Companion Card?

or

Are you asking to replace an old Companion Card?

### Item 2

Fill in your personal details like your

- name
- address
- phone number
- date of birth.



### Item 3

Tick which disability you have.

You can tick more than 1 disability type

- Physical
- Sensory
- Intellectual
- Neurological
- Acquired Brain Injury
- Psychiatric.



Send in a copy of any reports you have about your disability.

#### Item 4

Write about your disability on the 2 lines.

#### Item 5

Will you need a **companion** to go to places like the movies, sports games or concerts for the rest of your life?



A **companion** is a friend or helper. They can be paid or not paid. You can have a different companion for different activities.

#### Item 6

Write about why you need a companion to help you go to community events and activities like the movies, sports games and concerts.

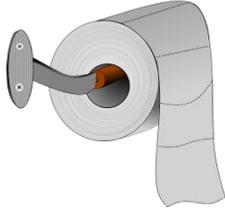


Write about your

- Mobility  
How you use public transport or go into buildings.



- Communication  
How well you can talk, buy a drink or find your ticketed seat.



- Self-care

If you need help to use the toilet or put on clothes.



- Learning, Planning, Thinking

How well you can tell the time or use money.

- Other

Any other reason why you need a helper when you go out in public.



### Item 7

Have you had any **formal assessments**?

**Formal assessments** are things like an IQ test, psychological assessment, CARS test.

Write down the name of the test and the score.

Send in a copy of any formal assessments you have.



### Item 8

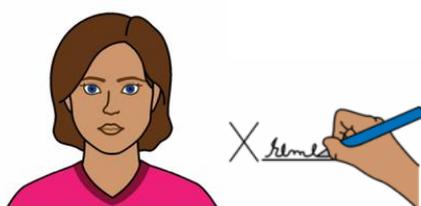
Do you receive 1 of these 6 services or supports?



- Shared Supported Accommodation Service (DHHS or TAC-funded)
- Funded day program, SNA level 3 or above (DHHS)
- Individual Support Package, SNA level 3 or above (DHHS)
- Victorian Aged Person's Mental Health Residential Service approved / resident
- Commonwealth-funded Residential Aged Care Service approved / resident
- Attendant Allowance (Commonwealth Department of Veterans' Affairs)

### Item 9

If you do get 1 of the services or supports in Item 8 you can get your Program Manager to



- fill out your form
- sign your photos
- sign your form.

**Or you can choose to do Item 10.**

### Item 10



Take your form and your photos to a health professional.

You should ask a health professional who knows you well so that they can write about your need for a companion and agree that what you have written in the form is true.

The health professional will

- fill out your form
- write about why you need a companion
- sign your photos
- sign your form.



### Item 11



You sign the form.

If you can't sign the form yourself you can ask your legal guardian or an **agent** to sign it for you.



An **agent** is a person who has been asked to sign the form for you because you cannot sign it yourself. This might be because you cannot hold a pen.

If you are under 18 years old you can't sign the form and your legal guardian must sign the form for you. Your legal guardian might be your mum or dad.



3. Remember to send in the copies of the reports and assessments about your disability.

Make sure they are photocopies because you will not get the reports back.



4. Stick your 2 photos to the form with a paper clip.

Do not glue the photos.

You will not get your photos back.



5. Put your form, photos and reports into a stamped envelope and send it to



Companion Card Applications

PO Box 4 9 8 7

Melbourne Vic 3 0 0 1

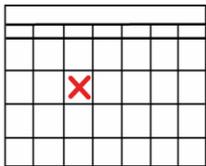
6. If the Companion Card Program needs more information from you they may



- Contact your health professional, service provider or an agency database to work out if you need a Companion Card
- Send the form back to you.



If your form is sent back to you there will be writing that tells you what you need to do before you send it back to them again.



7. After 30 days you will get a letter in the mail telling you if you can have a Companion Card.



8. If they say you cannot have a Companion Card you can write a letter to



Companion Card Review  
PO Box 4 9 8 7  
Melbourne Vic 3 0 0 1

You should

- write why you think you should have a Companion Card
- send in any new reports and assessments
- get your health professional to sign the new reports.



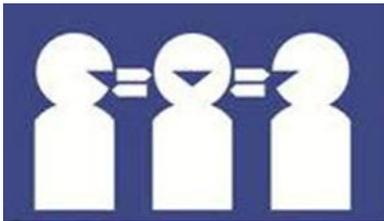
9. You will get a letter in the mail telling you if you can have a Companion Card.

## More information



### FAQ's [Frequently Asked Questions](#)

The Companion Card Handbook is available in [15 different languages](#).



### Translating and Interpreting Services

Call 13 14 50

Ask them to call Companion Card Victoria on 1800 650 611



### National Relay Service

Call 133 677 for TTY / voice calls

or

1300 555 727 for Speak and Listen



### Website

<http://www.companioncard.org.au/>



### Phone Companion Card Information Line

1800 650 611

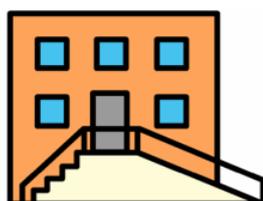
9 am – 5 pm Monday to Friday

not on public holidays



### Email

[companioncard@dhhs.vic.gov.au](mailto:companioncard@dhhs.vic.gov.au)



### Address

Companion Card

GPO Box 4 9 8 7

Melbourne VIC 3 0 0 1

The Picture Communication Symbols  
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