

Companion Card FAQs

Easy English



What is a Companion Card?

A Companion Card is a card you can use when you buy a ticket to an event like the movies, sport game or concert.



You can ask for another ticket for free. You can give that other ticket to a friend or support person to help you go to the event.



For information about the Companion Card go to [Companion Card Handbook](#).

Why should I get a Companion Card?



You may go to more places like a movie theatre, concert or sports game if you don't have to pay for 2 tickets.

You may go more places and have more fun.

How do I apply for a Companion Card?



You can get a form on the internet. Click on [Companion Card Application Form](#) or go to <http://www.companioncard.org.au>.

Or you can get the form sent to you in the mail. Call the Companion Card Information Line on 1800 650 611 or email companioncard@dhhs.vic.gov.au to ask for the form to be sent to you.

Do not use a photocopy of the form.

- Fill out your form.
- Get 2 identical photos of yourself.
- Take your form to a Health Professional like a doctor who will fill out your form and sign it.
- Or you can get a Program Manager of your service provider to fill out your form and sign it.
- Send your form and photos to Companion Card Applications, PO Box 4987, Melbourne Vic 3001.
- After 1 month you will get a letter telling you if you can have a Companion Card.



For more information look at the **How to apply for a Companion Card Step by step Guide**.

How much does it cost to apply for a card?



The Companion Card is free to get.

Who can use a Companion Card?



You must

- Have a significant, lifelong disability
- Need help to go to places like the movies, sports games and concerts
- Live in Australia.



You can only use your Companion Card if you need help at the event to do one of these

- get around
- plan your day
- toilet and take care of yourself
- communicate.



You cannot use a Companion Card if you just want social company.

What is a companion?



A companion is someone who goes with you to an event or place because you have trouble going by yourself.

The companion helps you with things like

- getting around
- planning your day
- self-care
- communication.

A companion can be a friend, family member or a paid support worker.

You can choose a different companion to go to different events.

Where can I use the Companion Card?



You can use the Companion Card anywhere in Australia.



Some places will have a Companion Card sticker or logo on them. To see a list of places that have signed up to the Companion Card Program go to [Where the companion card is accepted](#).

If you want to get a Companion Ticket but the person has not heard of the Companion Card

- Show the person the phone number on the back of the Companion Card so they can ring to find out more information
- The person will choose if they will give you a Companion Ticket.



You can use your Companion Card when you book tickets on the phone. You have to give them

- your name
- Companion Card number
- expiry date on the card.

You can use your Victorian Companion Card when you go to other states in Australia.

But if you move house to live in another state you will have to get a new Companion Card from that State or Territory.

Can I still use my concession card as well?



Yes, you can use a Concession card as well as a Companion Card.

Do I have a legal right to a Companion Ticket?



Yes. It is against the law not to give a Companion Ticket to someone who needs it.

Everyone has the right to go to community events and activities.

You can ask for a Companion Ticket even if you don't have a Companion Card.

There are two laws that say you can ask for a Companion Ticket

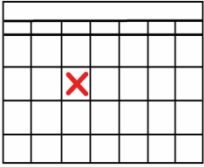
- [section 42 of the Equal Opportunity Act 1995 \(Victoria\)](#)
- [section 8 of the Disability Discrimination Act 1992 \(Commonwealth\)](#).

Can I apply for a Companion Card if I have a temporary disability?



No. The Companion Card is only for people with a permanent, lifelong disability.

If you have a temporary disability you can still ask the ticket seller if you can have a Companion Ticket as well, but it is up to the ticket seller to say yes or no.



How long do I get to keep my Companion Card?

Your Companion Card will last for 5 or 10 years.



You will get a letter with a Renewal Cardholder Application Form 4 months before your card stops working.



Who can help me to fill in the application form?

You can ask anybody to help you fill in the form. You could ask a friend, family or service provider to help you.



You must sign the form. If you can't sign the form you can ask your legal guardian or an agent to sign it.



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.



You will also need to get a health professional like a doctor or the manager of your service provider to fill in parts of the form and sign it.



Who can sign my photos and my form?

If you ticked that you use a service in Item 9 on the form you should ask your Program Manager to sign your form and photos.

Or you can get a Health Professional to sign your form and photos.

You should ask a Health Professional who knows you well so they can write about why you need a Companion Card.

Health Professionals that can sign your form are



- Registered Medical Practitioner
- Registered Nurse (Division 1, 3 or 4)
- Registered Physiotherapist
- Registered Psychologist
- Qualified Occupational therapist
- Qualified Social Worker
- Qualified Speech Pathologist.

Why has my form been returned to me?



Forms may be sent back to you because

- the form is missing information, photographs or signatures
- the Companion Card team need more information from you.

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



What happens if they say I cannot have a Companion Card?

If you send in your form and you get a letter back saying you cannot have a Companion Card you get another chance to tell them why you need a Companion Card.

You can



- Write a letter and put new reports or assessments if you have them.
- Get your Health Professional to sign them.
- Send the letter to Companion Card Review, PO Box 4 9 8 7, Melbourne Vic 3 0 0 1.

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



Why do I have to give my date of birth?

You have to give your date of birth or your age in years because it helps people know that the Companion Card belongs to you.

- You may change your name or your address, but your date of birth will always stay the same.
- There may be another person who has the same name as you.
- You may be under 18 and that means you cannot sign the form yourself.



Can my date of birth be on the Companion Card?



No. The Companion Card cannot be used as a proof of age card.

This is because the birth date you put on the form is not checked to be true.

You do not have to provide a copy of your birth certificate or other proof of age documents so we cannot say for sure that it is your correct age.

How do I get a photo for a Companion Card?

Your photo will be on your Companion Card.

The photo must be

- Of your head and shoulders only
- Colour
- Passport size (45mm X 35mm)
- Printed on photo paper
- Not blurry
- Taken this year

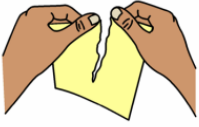


You need 2 copies of the photo. The 2 photos must be the same.



You can get a photo taken at a Post Office or a Pharmacy. Or you can use a photo of your own and print it at a photo store.

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



What happens if I lose or damage my card? Or my details change?



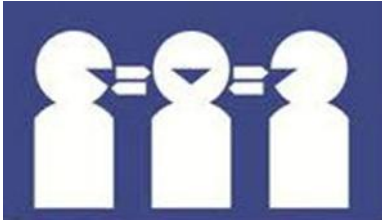
If your details change or you lose or damage your card you need to fill out the [Replacement / Change of Details form](#).

You can get the form from the [Replace / Update Card](#) webpage on the internet. Or you can call the Companion Card Information Line on 1800 650 611 Monday to Friday, 9 am - 5 pm and ask them to send you the form in the mail.



More information can be found here: <http://www.companioncard.org.au/ccfaq.htm>

More information



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

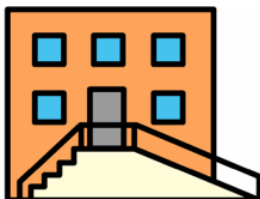
9 am – 5 pm Monday to Friday

not on public holidays



Email

companioncard@dhhs.vic.gov.au



Address

Companion Card

GPO Box 4987

Melbourne VIC 3001