

## Companion Card can be used at venues across the state



TARONGA  
CONSERVATION SOCIETY AUSTRALIA

Western Plains  
Zoo, Dubbo



Rosehill races



Australia Walkabout  
Wildlife Park



3D Deepsea  
audience at  
the IMAX  
Theatre



The Australian  
Ballet – Kirsty  
Martin

Photography: Tim Richardson

## Terms and conditions

1. The Companion Card must only be used when the cardholder requires the assistance of a companion to participate at a particular venue/activity.
2. Only the person whose photograph and details appear on the Companion Card can use the card.
3. Companion Tickets cannot be used without the Companion Card cardholder being present.
4. Companion Card cardholders must inform the venue/activity operator of their requirement for a Companion Ticket at the time they book or purchase their own ticket.
5. Acceptance of the Companion Card does not indicate that a venue/activity is accessible. Cardholders are advised to check accessibility with the venue/activity operator before booking tickets.
6. The minimum expectation of Companion Card affiliates is that they will issue cardholders, who require assistance to participate, with one Companion Ticket or admission, at no charge. This ticket will be exempt from all booking fees.
7. Where a cardholder has a requirement for more than one companion, the cardholder must negotiate this with the venue/activity operator at the time of booking.
8. The Companion Card can be used to obtain admission for any programs, services and sessions run by affiliated venue/activity operators. This will be subject to the usual admission availability and conditions.
9. The Companion Card can be used in conjunction with any recognised concession cards.
10. Cardholders must provide their Companion Card details when making telephone bookings, and must present their valid card during ticket collection, and at any time when asked during the activity. If cardholders cannot present their card, they may be charged for the Companion Ticket.
11. Affiliated venues/activities must ensure cardholders are able to be located physically close to their companions. Companions must remain close to cardholders to assist them as required. Cardholders with specific seating requirements must inform the venue/activity operator at the time of booking.
12. Some venue/activity operators may charge for participation over and above general admission costs (e.g. a fee for rides in addition to an entry fee at a fun park). Affiliated venues/activities must issue a Companion Ticket for both admission and for additional components, such as rides etc., if the cardholder requires assistance in order to participate.
13. Companion Cards may be used to purchase a package deal for the cardholder that combines admission costs with ancillary components such as meals etc. When booking a package deal, cardholders must check with the venue/activity operator, what is included with the Companion Ticket. It is essential that the companion's support to the cardholder is not disrupted if the ancillary components are not included in the Companion Ticket. For example, if meals are not included, the Companion must be able to bring or access food in a manner that enables them to provide continual support to the cardholder.
14. Booking and ticket distribution practices for Companion Tickets should not be more difficult than the standard ticketing practices of the affiliated venue/activity.
15. If an affiliated venue/activity operator suspects that a Companion Card is being misused, they can report this to the Companion Card program. Proven misuse of the Companion Card may result in the card being cancelled.

### For more information

To find out more about Companion Card, and for a list of venues that support Companion Card, visit [www.companioncard.org.au](http://www.companioncard.org.au)



An initiative of the NSW Government



Department  
of Ageing,  
Disability &  
Home Care

Cover: Sydney Aquarium



NSW

# Free admission for your carer



A Companion Card provides free access to venues and events for the companion of a person with a disability

DADHC43 111208

1800 893 044





## What is a Companion Card?

If you have a significant, lifelong disability and require attendant care for the rest of your life, a Companion Card will allow you to participate in community activities and events without discrimination.



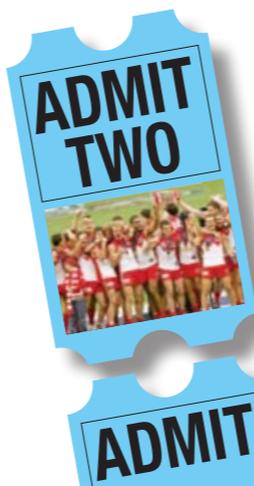
This means you will no longer be required to pay two admission or booking fees in order to take your attendant carer with you to participating venues and events.

## How does it work?

First, you need to request an application by tearing off, filling out and returning the form attached.

When you receive your application form, fill it out and return it. If you are eligible, a card with your photograph on it will be issued to you.

You could then present your Companion Card when booking or purchasing a ticket at participating events and venues, provided you require attendant care support to participate in that particular activity. The venue would then issue you with a second ticket for your companion at no charge.



## Who can apply for a card?

The Companion Card is for people with a profound disability who always require an attendant carer to support their participation in community activities and venues.

Companion Cards will not be issued in the name of a companion or carer – a card will only be issued in the name of the person who has a lifelong disability.

A Companion Card will be issued to people who are assessed as meeting all of the following eligibility criteria –

- you are a resident of NSW
- you have a severe or profound disability
- you are unable to participate in most community-based activities without significant assistance with mobility, communication, self care, planning and the use of aids and other technologies does not meet those needs
- your level of support is lifelong

The Companion Card is not provided to people who require social support, assurance or encouragement.

## How do I apply?

First, you need to request an application form by completing the tear-off section on this leaflet and posting it to Companion Card, by calling 1800 893 044, or by going to the website and downloading a form.

**Please read the terms and conditions provided in this leaflet.**

## Request an application

Request an application form by filling out this form and send it in a stamped envelope to:

Companion Card  
PO Box R160  
Royal Exchange NSW 1255

You will be sent an information pack when the Companion Card becomes available.

## Applicant details

Name of person applying for Companion Card

Postal address

Email address (optional)

Contact number (optional)

**1800 893 044**