

Protecting Affiliates

The potential for misuse of the Companion Card has been minimised by a robust application process that ensures Companion Cards are only issued to people who meet the eligibility criteria

- the applicant lives in South Australia
- the applicant has a significant disability
- due to the impact of their disability they are unable to participate at most community venues and activities without attendant care support, and
- the need for this level of support will be life-long.

The application process for cardholders includes verification by a registered health professional of

- the applicant's disability and/or medical information, and
- a current photograph of the applicant.

Providing false or misleading information in an application is an offence under state criminal codes.

Card Security

The Companion Card incorporates the same polymer technology used to produce Australian 'plastic' banknotes. The technology makes the card virtually impossible to accurately reproduce and provides advanced forgery protection for a card that is intended for public circulation.

Companion Cards are printed with an expiry date on the bottom right hand corner. After this period the cardholder will need to review their card.

The card has been designed with a number of other security features. Affiliates will be able to use the features to verify cardholder information when taking telephone bookings and distributing tickets. Full details of these features will be provided to organisations when they affiliate.

More information

For an Affiliation application form or to find out more about the Companion Card in South Australia visit our website or Freecall the Information Line

1800 667 110

www.companioncard.asn.au

**Companion Card Program
GPO Box 292
Adelaide SA 5001**

Privacy

The information supplied to the Companion Card program will be recorded and stored in a database and used for the purposes of administering the Companion Card program and, where consent is given, for evaluation purposes. Information collected can be accessed via a Freedom of Information request.

You will not be sent any material that is not directly related to the Companion Card program. The information will not be shared, used or disclosed to anyone who is not involved in the administration, implementation or evaluation of the program.



Government of South Australia
Department for Families
and Communities



The Companion Card program is an initiative of the South Australian Government, jointly managed by the Department for Families and Communities and National Disability Services.

The Companion Card® is a registered trade mark owned by the State of Victoria. No party may use the words 'Companion Card' or its associated logos without obtaining permission from the State of Victoria.

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South Australia



**A new approach
to ticketing for people
with a disability who
require a companion**

**Affiliation to the
Companion Card Program
across Australia**



What is a Companion Card?

A Companion Card is a credit-card sized card issued to people with disabilities. The card has a photograph of the cardholder and identifies that person as someone who requires life-long attendant care support from a companion.

The Companion Card is presented when booking or purchasing a ticket when the cardholder requires the assistance of a companion in order to attend that particular venue or activity. Participating (Affiliate) businesses and organisations will recognise the Companion Card and issue the cardholder with a second ticket/Companion Ticket for their companion at no extra charge.



Why has the Companion Card been developed?

The Companion Card supports fair ticketing for people with disabilities. It is not a discount, concession or benefit card.

The Companion Card improves social and recreation opportunities for people with disabilities, and assists businesses and organisations to support the rights of people with disabilities to participate equally in the community.

Note: While the Companion Card addresses some ticketing issues for some people with a disability, the responsibility for providing access to facilities, information and services remains the responsibility of venue and event owners, operators and managers.

What is an Affiliate?

Affiliates can be businesses, organisations, events or activities that officially register to support the Companion Card program. Affiliates agree to

- issue a Companion Ticket at no charge to cardholders from any Australian state or territory who require a companion to provide attendant care support
- display the Companion Card logo in a prominent position and/or in promotional material, where possible, and
- accept the Companion Card Affiliate Terms & Conditions (see www.companioncard.asn.au)



Why should businesses and organisations affiliate?

- To enhance a positive public image.
- To support the social inclusion of people with disabilities through fair ticketing.
- To increase customer base and encourage repeat customers.
- To assist in meeting some of the obligations under anti-discrimination legislation.
- To be promoted as a key Affiliate on the national Companion Card website.

How to affiliate

Simply complete the Affiliation Application form available from the Companion Card website or by phoning the information line

www.companioncard.asn.au

Freecall 1800 667 110

Staff are available during business hours to respond to your enquiries regarding affiliation and assist you to complete the form.

Return your completed application to

**Companion Card Applications
GPO Box 292
Adelaide SA 5001**



Promotional materials

On registration with the Companion Card program, you will receive promotional materials to assist your organisation to implement and communicate your acceptance of the Companion Card. You will receive

- Companion Card Accepted Here stickers
 - a security-features leaflet which outlines how you can validate a card's authenticity
- and you will have access to electronic logos.