

Use this form to renew your Companion Card.

You can also renew online using the [Companion Card online form \(www.qld.gov.au/companioncard\)](http://www.qld.gov.au/companioncard).

The Companion Card program is for people with permanent disability who need lifelong (or likely to need lifelong) significant attendant care support from a companion to attend most community activities.

What you need to do

- 1** Complete **Part 1 - Cardholder details**. Anyone can assist you to complete this form.
- 2** Get a **portrait photo of the cardholder**. You can take this photo yourself, ask someone to take it for you or have it taken professionally.

Make sure the photo:

- is portrait
- shows your face
- shows your face and shoulders taking up most of the frame
- is in colour, clear and in focus
- is taken in front of a plain light background in a well-lit space.



- 3** Take **Part 2 - Renewal assessment and photo** (paper or digital copy) to your health professional. They should verify your photo and discuss and complete the assessment. **See eligible health professions on page 4.**
- 4** Submit your application by post, by email or in person. See page 5 on how to submit.

Benefits of the Companion Card

Companion Card holders receive a free second ticket at participating venues and on public transport.

Eligibility criteria for the cardholder

- ⚠ You are a permanent resident of Queensland
- ⚠ You are a person with permanent disability
- ⚠ You need significant support from a companion to participate in most events and activities in the community
- ⚠ Your need for this support is lifelong or likely to be lifelong
- ⚠ Aids and other technologies don't enable you to get around the community independently
- ⚠ If the application is for a child, their support needs are significantly above age-appropriate levels.

If you need help

If you have any questions about the Companion Card program, you can:

- Email companioncard@smartservice.qld.gov.au
- Phone 13 QGOV (13 74 68)
- Visit www.qld.gov.au/companioncard

For assistance in your preferred language, please call 1800 512 451 within Australia or +61 7 3022 6100 from overseas and ask for an interpreter.

Callers who are deaf or have a hearing or speech impairment can contact us through the National Relay Service on 1800 555 727 and ask for 13 QGOV (13 74 68).

This form should be accessible to screen reader users, however it may be easier to [renew online \(www.qld.gov.au/companioncard\)](http://www.qld.gov.au/companioncard).

Cardholder details

Companion Card number (if known)

First name

Middle name (optional)

Last name

Date of birth

Phone number

Email address

Email Companion Card news and updates to me

Residential address

 Postcode:

Postal address Same as residential address

 Postcode:

Preferred contact method

- Cardholder's email address
- Cardholder's phone number
- Additional contact person (complete contact details)

Contact details

Tell us who to contact about your Companion Card.

Contact 1 (if applicable)

Full name

Email address

Phone number

Relationship to cardholder

- Parent Legal guardian
- Spouse Family member
- Friend Carer
- Other

Contact 2 (if applicable)

Full name

Email address

Phone number

Relationship to cardholder

- Parent Legal guardian
- Spouse Family member
- Friend Carer
- Other

Declaration

My signature below confirms all the following:

- The cardholder is a permanent resident of Queensland.
- The cardholder has a permanent disability and will always require (or is likely to always require) significant attendant care support to attend events and activities.
- I consent to the collection of the cardholder's health information regarding this application.
- I consent to the Department of Customer Services, Open Data and Small and Family Business (the department) contacting me, the contact person, or the health professional if required to verify the information provided on this application or to confirm eligibility.
- I consent to the health professional providing health information regarding this application.
- I will advise the department of any changes in the cardholder's circumstance that may affect their eligibility to hold a card.
- I understand and accept the privacy notice on page 6 and the cardholder terms and conditions on page 7.
- If I am completing this application on behalf of the cardholder, I have sought their consent or am authorised to do so.
- The photo provided is the photo witnessed by the health professional.
- All information provided on this application is true and correct.

I have read, understand and accept the declaration

Cardholder's signature (over 18 years age)

Date

OR

Parent/informal carer/authorised person's signature (for applicants under 18 years of age, or if unable to sign)

Full name

Date



Companion Card renewal

Part 2 - Renewal assessment









This section of the form must be completed by a health professional and will be used to determine the renewal.

The Companion Card program is for people with permanent disability who need lifelong (or likely to need lifelong) significant attendant care support from a companion to attend most community activities.

Information for health professionals

Only complete this assessment if the cardholder meets the eligibility criteria below:

-  A permanent resident of Queensland
-  A person with permanent disability
-  They need significant support from a companion to participate in most events and activities in the community
-  Their need for this support is lifelong or likely to be lifelong
-  Aids and other technologies don't enable them to get around the community independently
-  If the application is for a child, their support needs are significantly above age-appropriate levels.

Health professional details

Only complete this assessment if you are a:

- Registered medical practitioner
- Registered physiotherapist
- Registered psychologist
- Registered occupational therapist
- Registered nurse
- Certified practicing speech pathologist
- Qualified social worker

Full name

Provider number (if applicable)

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Employer/business name

Employer/business address

	Postcode:
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Phone number

Email address

	@
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- Email health professional Companion Card news and updates to me

Professional stamp (if applicable)

Photo verification

I have witnessed the cardholder's photo and confirm it is of the cardholder

Yes

No

Declaration

I

<name>

have known the cardholder for

and verify I:

<time frame>

- have read all the information in this form and verify it is correct to the best of my knowledge.
- the cardholder has a permanent disability and will always require or likely to require, significant attendant care support to attend most community events and activities.
- am not the cardholder or an immediate family member of the cardholder.
- agree to provide all reasonable information to assist in determining the cardholder's eligibility.
- I have read and understand the Companion Card eligibility criteria.
- have read and understood the privacy notice.

Health professional signature

Date

Privacy notice: The Department of Customer Services, Open Data and Small and Family Business (the department) collects the information on this application on behalf of the Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS) for the purpose of assessing your eligibility for the Companion Card, issuing the card, and to improve services and programs. Without this information your application cannot be processed.

To assist in assessing your eligibility, we may disclose your personal information (including health information) to any health professionals and service providers listed in your application for verification and assessment purposes. We do not disclose the information on this application overseas.

The information you provide may be used to update your existing records for other cards and concessions you hold with the department.

We may also obtain information from agencies such as Registrar of Births, Deaths and Marriages to enable us to keep your card and concession records current.

Your personal information will be handled in accordance with the *Information Privacy Act 2009 (Qld)*.

For further information about your privacy, including how you can access and amend your personal information or complain about the management of your personal information, please refer to:

- The department's Privacy Policy: <https://www.cdsb.qld.gov.au/about-us/privacy>
- DFSDSCS Information Privacy Policy: <https://www.families.qld.gov.au/about-us/our-department/right-information/information-privacy>

Next steps for the cardholder

- 1 Make sure your form is completed. Send your application and photo together. Do not staple or glue the photo to this form.

Submit your application by:

- Post: Cards and Concessions
Smart Service Queensland
Reply Paid 89109
Brisbane City QLD 4000
 - Email: companioncard@smartservice.qld.gov.au
 - In person at a Queensland Government Service Centre:
Brisbane
Upper Plaza (access via the corner of George & Charlotte Streets)
33 Charlotte Street
BRISBANE QLD 4000
Cairns
William McCormack Place Ground Floor
5B Sheridan Street
CAIRNS QLD 4870
Maroochydore
Mike Ahern Centre Ground floor
12 First Avenue
MAROOCHYDORE QLD 4558
- 2 You will receive an email confirmation or SMS when we receive your application. Applications take around 10 business days to be processed from the date it was received. You will receive an email or SMS if your card is approved.



Companion Card renewal

Cardholder 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, and the cardholder will be ineligible to reapply.
16. It is understood that the applicant accepts the Companion Card Cardholder Terms and Conditions when they submit a Companion Card application form.