

Companion Card NSW

Promoting the rights of people with disability, who require a companion,
to fair ticketing at events and venues

Free call 1800 893 044

or

email companioncard@nds.org.au

Using your Card

Responsible use of your Companion Card will ensure that organisations continue to participate in the program.

The Companion Card is not intended as a benefit or discount scheme. The purpose of the Companion Card is simply to enable people with disability, who require an attendant carer, to attend venues and events without being charged two admission fees.

The Companion Card is not intended for social support or reassurance.

Your Companion Card should not be used at activities or venues where you have previously attended independently. Any previous arrangements should continue.

Only use your Companion Card at venues where you are unable to participate without an attendant carer.

You need to present your Companion Card when:

- Booking your ticket
- Purchasing your ticket
- Picking up your ticket
- At any time during your attendance at the venue or activity. *(If you cannot present the card, you may be charged for the Companion ticket)*

Note: The ticket is not valid unless the cardholder is present. Only the person whose photograph and name appear on the card can use the Companion Card.

When booking your ticket over the phone

- Tell the operator that you are a Companion Card holder *(You may need to provide your name, Companion Card number and expiry date)*

Note: Organisations that accept the Companion Card will only require you to pay for your own ticket.

It is always a good idea to check in advance if the Companion Card is accepted at your chosen venue. If they have not heard of the program, show them the back of your card. It lists a telephone number and web site that can provide further information.

Misuse of your Companion Card will be reported and can lead to the cancellation of the card. The Companion Card Cardholder Terms and Conditions provide full details about how to use your card. These can be found in the Cardholder Handbook and on the Cardholder Application Form.

Children and Companion Card

Companion Cards are provided when the application demonstrates a lifelong need for attendant care. In the case of children it is often difficult to determine their potential. Because Companion Cards are given for life, no card can be approved before the lifelong potential can be verified. As with all applications children are assessed case by case and cards are not provided for supervision, social support or reassurance alone.
