

Apply for victim assistance

You can claim financial assistance if you have been injured by violence that happened in Queensland. We can help pay for the goods and services you need to help you recover. Close family members of homicide victims can also claim financial assistance.

Who can apply

We may be able to help primary, secondary and related victims.

- A primary victim—the person directly injured by an act of violence.
- A related victim—a close family member or financial dependant of a person who was killed by an act of violence.
- A parent secondary victim—a parent of a child victim; the child must have been under 18 at the time of the act of violence.
- A witness secondary victim—a person who saw or heard an act of violence being committed against someone else.

We can only provide assistance for violence that is committed in Queensland.

Funeral assistance

We may also be able to reimburse or pay for [funeral expenses](#) for a person who was killed by an act of violence.

When to apply

You need to apply within 3 years of the act of violence.

[Contact us](#) for advice if the violence happened more than 3 years ago. Depending on your circumstances, we may grant an extension.

You must report the violence before you apply. See *Reporting requirements* for more details.

What can you claim

You should read the information that is relevant to the type of expense you are claiming before you start your application. It will tell you the types of things we can pay for and what supporting information you will need to attach.

- Claim [medical expenses](#)
- Claim [counselling expenses](#)
- Claim [travel to medical and counselling appointments](#)
- Claim [damage to clothing](#) (primary victims)

- Claim [loss of earnings](#)
- Claim [legal expenses](#)
- Claim [other recovery expenses](#) (primary victims)
- Claim [expenses after a homicide](#)
- Claim [recovery expenses as a parent secondary victim](#)
- Claim [recovery expenses after witnessing violence](#)

Preparing to make a claim

The application form asks for information about the violence and your injuries. This may be distressing to you. You may want to make sure you have privacy when you complete your application or you may want [someone to support you](#).

It may take you an hour or more to complete the claim process. You will need to complete the application form and attach supporting information. We recommend you **gather supporting information before you start** completing the form.

If you are **emailing** your application, you can attach a scanned copy of your documents or clear digital photographs.

If you are **posting** your application, you will need to photocopy supporting documents.

You will need to provide information about:

- the violence
 - dates, locations and offender name (if known)
- reporting the crime (see Reporting requirements - all applicants)
 - if reported to police – you will need your QP number and the name of the station you reported to.
 - if you are a special primary victim and you reported the crime to a doctor, psychologist, counsellor or domestic violence service – you will need the contact details for the service or agency you reported to and the first and last name of the person you spoke to.
- your injuries (see Providing information about your injuries)
- your expenses (see [What can you claim](#))
- your banking details
 - BSB, bank name, account name, account number (if you want to be paid by direct deposit)
 - Preference to be paid by cheque

- your identity (See Prove your identity)

Relevant payments

You must tell us if you have received money or are applying to receive money from any other person, agency, organisation, insurer or fund because you were the victim of a crime (including community donations) for the same act of violence that you are claiming financial assistance for.

Penalties may apply if you don't tell us about a payment you receive, even if you receive it after we have decided your application.

You will need to provide:

- the name of the person, agency, organisation, insurer or fund
- their contact information
- any reference number you have been given
- the dates of the payments
- how much you received.

Is someone helping you with your application

We will always protect your personal information and will never share information about your application with anyone without your consent.

If a friend, family member, agency or organisation is helping you with your application, you can opt for them to give and get information about the application on your behalf, but **you must give consent**.

You will need to provide:

- a short letter that says who can give and get information about your application
- their full name and contact information.

Other information you may need to provide

If the violence involved a motor vehicle, you must apply for compensation through compulsory third-party insurance (CTP) or the Motor Accident Insurance Commission (MAIC) and have your claim decided before applying for financial assistance as a victim. You will need to provide your insurance details, claim number and date your claim was decided.

If the violence happened at work, while on a work break, or while traveling to or from work, you should follow the work-related violence instructions.

How to claim

You must complete 1 financial assistance application form per victim.

There are sections to tell us if you have been a victim of more than one crime. There are sections for each type of expense.

You must:

- complete **every** page (cross out or write N/A if a section is not relevant for you).
- read, sign and date **the final page**
- submit **all** the pages of the form (including any blank ones)
- attach the required supporting information
- provide identity document(s)
- email or post your completed forms and supporting information.

Email

VictimAssist@justice.qld.gov.au

If you are attaching photos of forms or documents, please make sure each page is clear and all words are readable.

Post

Victim Assist Queensland
GPO Box 149
BRISBANE QLD 4001

Do not post original documents. You should only post a photocopy of the document. Always include a return address on the outside of the envelope.

Application assistance

We can help you complete the forms if:

- you have trouble reading and writing in English
- you have trouble understanding forms.

Call 1300 546 587 during business hours to set up a form filling appointment.

Applications for adults with impaired capacity or people under 18 years old

If the application is for an adult with impaired capacity, please follow the *How to apply on behalf of someone with impaired capacity* instructions.

If the application is for a person who is under 18, please follow the *Applications for child victims* instructions.

Timeframe

Due to the high number of claims already queued, it may be many months before we're able to assess your application and pay approved expenses.

If you have an urgent expense, and meet the conditions for claiming urgent expenses, we may prioritise the assessment of these expenses. If we decide the expenses don't meet these conditions, we'll let you know. Non urgent expenses will be queued for general assessment within normal timeframes.

Other factsheets you may need

You should also read the following instructions:

- Information for claiming expenses (e.g. Claim medical expenses instructions)
- Reporting requirements for all applicants
- Providing information about your injuries
- Prove your identity when you apply
- Claiming urgent expenses

All instructions, forms and reports talked about in this factsheet are available at www.qld.gov.au/victimsapply.

If you do not have internet access, please call 1300 546 587 during business hours and request the information via post.

How to apply on behalf of someone with impaired capacity

All instructions on other pages apply to all victims of violence that happened in Queensland. The only differences for victims who have impaired capacity are:

- Who can complete the application form
- Verifying the identity of the applicant
- Payment processes – lump sums
- Payment process - expenses

Who can complete the application form

If the victim of violence is an adult with impaired capacity, the application may be made by:

- if the victim has a guardian – the guardian
- if the victim does not have a guardian but has an administrator – the administrator
- if the victim does not have a guardian or an administrator – an attorney appointed by the victim under an enduring power of attorney
- if the victim does not have a guardian or an administrator and has not appointed a person under an enduring power of attorney:
 - a member of the victim's support network
 - someone else approved by the scheme manager.

If the application needs to be completed by 'someone else approved by the scheme manager', it must be an adult who knows the day-to-day needs of the victim and will act in their best interests. This person needs to contact Victim Assist and ask for permission to apply on behalf of the victim.

Is someone helping you with your application

We will always protect your personal information and will never share information about your application with anyone without your consent.

If someone other than a guardian, administrator or attorney under an Enduring Power of Attorney (EPOA) is helping you with your application, you can opt for them to give and get information about the application on your behalf, but **you must give consent**.

You just need to attach a short letter to your application that says who can give and get information about your application. You should include their full name and contact information.

Verifying the identity of the applicant

If a guardian, administrator, attorney or another pre-approved adult is completing the form on behalf of a victim who has impaired capacity, they must:

- attach clear and readable photocopies, scanned copies or photographs of:
 - identity document(s) for the **guardian, administrator, power of attorney or pre-approved adult**
 - a document confirming you have been legally appointed to act on behalf of the victim/applicant
 - identity document(s) for the **victim/applicant**.

Payment processes – lump sums

An approved applicant may receive a lump sum payment.

Approved primary victims will receive a **special assistance lump sum** payment. If claiming **loss of earnings**, these are also considered to be lump sum payments.

Close family members and financial dependants of homicide victims may receive a lump sum **distress payment**. Some applicants will also receive a lump sum **dependency payment**.

If the applicant is an adult who has impaired capacity for a prescribed financial matter:

and the claim is approved,

and an administrator or enduring power of attorney has been appointed,

the one-off lump sum payment will be paid to the administrator or person with power of attorney.

Payment process - expenses

If your claim is approved, we will send you a 'Notice of Decision'. This notice will list what we have agreed to pay for, who we will be paying and the conditions on the payment. Please don't tell a service provider that we will pay for something before you get the 'Notice of Decision'. The 'Notice of Decision' will say if we will pay the cost or not.

Common payment conditions

Paid expenses – We must reimburse the person that paid the cost. This may have been you or it may have been a family member, friend, or agency. If someone else paid the cost for you, we need to pay them back. Please provide their name, phone number or email and banking information.

Unpaid expenses – In some cases, the cost hasn't been paid yet. Please provide an invoice so we can pay the service provider directly. If it is a medical or counselling expense, we must deduct any Medicare and private health rebates first. It is important that the invoice is made out to your name. This is because you received the service or goods. The invoice should not be made out to Victim Assist.

Other conditions (if any) will be noted in your 'Notice of Decision'.

Applications for child victims

All instructions on other pages apply to all victims of violence that happened in Queensland. The only differences for people under 18 are:

- Who can complete the application form
- Verifying the identity of the applicant
- Payment process - lump sums
- Payment processes - expenses

Who can complete the application form

In most cases, the person filling in and signing the application form must be an adult (over 18).

If the person who needs assistance is under 18, the application form is usually completed by their parent or legal guardian.

If your parent or legal guardian is not able to (or not wanting to) complete the application form and you (the applicant) are over 12, you can:

- ask a lawyer to help you complete your application (see [Children living independently](#))
- ask for permission to have another adult (over 18) complete the form for you. You can email VictimAssist@justice.qld.gov.au or call 1300 546 587. The person you choose needs to be an adult who:
 - knows your day-to-day needs, and
 - will act in your best interests, and
 - will support you throughout the application and assessment process.

Children living independently

You can only fill in the form yourself if you are over 12 years old and are represented by a lawyer.

It's up to you, which lawyer you use. They need to be an Australian legal practitioner or government legal officer, within the meaning of the [Legal Profession Act 2007](#) or hold an equivalent overseas qualification.

Community Legal Centres Queensland may be able to help for no or low cost. Many of their lawyers have undergone specific training about helping victims of violence. They have centres all over Queensland.

If you choose to use a private law firm, the lawyer may charge a fee. You can claim legal expenses if needed.

Children under the care of Child Safety

If you are under the care of Child Safety Services, your Child Safety worker can help you make your application. You should contact them and ask for help.

Verifying the identity of the applicant

If a parent, guardian or other pre-approved adult is completing the form for a child, they must:

- attach clear and readable photocopies, scanned copies or photographs of:
 - identity document(s) for the **parent, guardian or pre-approved adult** (not the child).

If a child is over 12, living independently and being helped by a lawyer, the child must:

- attach clear and readable photocopies, scanned copies or photographs of:
 - identity document(s) for the **child**.

If a government worker is making an application for a child under the care of Child Safety Services, the worker must:

- attach clear and readable photocopies, scanned copies or photographs of:
 - a document confirming they are the legally appointed guardian of the child, and
 - identity document(s) for the **child**.

Payment process - lump sums

Because you are under 18, if your claim is approved and you are awarded a lump sum payment (special assistance, distress, dependency, or loss of earnings), we must give this money to the Public Trustee of Queensland to be held in trust until you turn 18.

Payment processes - expenses

If your claim is approved, we will send you a 'Notice of Decision'. This notice will list what we have agreed to pay for, who we will be paying and the conditions on the payment. Please don't tell a service provider that we will pay for something before you get the 'Notice of Decision'. The 'Notice of Decision' will say if we will pay the cost or not.

Common payment conditions

Paid expenses – We must reimburse the person that paid the cost. This may have been you or it may have been a family member, friend, or agency. If someone else paid the cost for you, we need to pay them back. Please provide their name, phone number or email and banking information.

Unpaid expenses – In some cases, the cost hasn't been paid yet. Please provide an invoice so we can pay the service provider directly. If it is a medical or counselling expense, we must deduct any Medicare and private health rebates first. It is important that the invoice is made out to your name. This is because you received the service or goods. The invoice should not be made out to Victim Assist.

Other conditions (if any) will be noted in your 'Notice of Decision'.