

# Travel for medical or counselling appointments

We may be able to pay for your travel expenses if you need to travel a long way for a medical or counselling appointment because you were injured by violence that happened in Queensland.

## Claim travel expenses

We may be able to pay for travel if:

- you need medical treatment or counselling to treat injuries directly caused by the act of violence
- you need to travel at least 20 km (one way) or more than 150km a week (7 consecutive days) from your home or workplace for the appointment
- there was no suitable treatment closer to your home or workplace
- you used a reasonable mode of transportation for your circumstances (e.g. a private car, public transport, a taxi or ride share). If you are travelling a very long way, we may pay for airfares and accommodation.

## Approved costs

If you traveled in a private car:

- we will pay costs per kilometer traveled
  - we will pay the Australian Taxation Office cents per kilometer rate
  - you don't need to provide petrol receipts.
- we will pay for parking if required
- we **CANNOT** pay toll charges.

If you travelled another way (e.g. public transport, taxi, ride share, plane):

- we will reimburse the cost of the ticket, fare or fee
- you need to provide the receipt, public transport statement (GoCard history) or flight itinerary.

A support person may travel with you if needed.

**Please note** you may be able to claim travel for other reasons under exceptional circumstances. See the *Claim other recovery expenses* or *Claim other recovery expenses after a homicide* for more details.

## Claiming accommodation

If it's unreasonable for you to travel on the day of the appointment, we may be able to pay for accommodation close to your appointment. Example

Nushi lives in Cloncurry. She needs to see a specialist in Townsville (780 kms from her home). There is no appropriate specialist closer to her home. Her appointment is at 8:00AM.

Nushi is planning to fly but can't travel on the day of her appointment because the flight won't arrive in time. Nushi could ask us to pay for her airfare, overnight accommodation and other travel costs.

## How to claim

To claim financial assistance, you need to report the violence, and

- complete the approved application form – including the travel expenses section, including;
  - what medical treatment you need and why you need it (e.g. a letter from your specialist or other medical information)
  - where you will travel to and from (your address and the address of the treatment provider)
  - the date you need to travel (proof of attendance at appointment) and how you plan to get there (e.g. car, train, plane) attach receipts, invoices or official quotes for each expense you are claiming
  - provide identity document(s)
- Send your application and other documents to:
  - [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au)
  - Victim Assist Queensland, GPO Box 149, Brisbane, Qld 4001.

## Payment process

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 someone 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'.

## Limitations

We cannot cover every expense you may incur because of violence. We cannot pay for:

- travel for appointments you missed or cancelled
- travel for other reasons
- travel for unnecessary treatments
- travel for treatments that could be provided closer to your home or work
- food or other things you buy for your travels
- unnecessary accommodation
- travel for other people (other than a support person)
- travel that would usually be paid for by another government department, scheme or insurer (e.g. Patient travel subsidy scheme, National Disability Insurance Scheme, WorkCover).

## 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:

- Reporting requirements for all applicants
- Providing information about your injuries
- Prove your identity when you apply
- Claiming urgent expenses

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*All instructions, forms and reports talked about in this factsheet are available at [www.qld.gov.au/victimapply](http://www.qld.gov.au/victimapply).*

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

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