

# Guide to applying for financial assistance

This guide is a compilation of information that is also published online at [www.qld.gov.au/victimsapply](http://www.qld.gov.au/victimsapply). It explains the rules that need to be followed when applying for financial assistance.

## Contents

About financial assistance for victims.....	9
Who can apply.....	9
Funeral assistance .....	9
When to apply .....	9
Where you live.....	10
Victim of violence in another state or country.....	10
Getting the money .....	10
Timeframe.....	10
How much money .....	10
Declaring money received from others.....	10
Medical insurance.....	11
Under 18s.....	11
In foster care.....	11
In domestic and family violence situations.....	11
Domestic and family violence .....	11
Children affected by domestic violence can apply.....	12
Moving away from the violence .....	12
Staying in the relationship.....	12
Reporting requirements – all victim types.....	12
Special primary victims.....	12
Special primary victim reporting requirements .....	13
Supporting information .....	13

Providing information about your injuries.....	14
Types of injuries .....	14
Supporting documents.....	14
Aggravation of pre-existing conditions .....	15
Limitations .....	15
Forms for practitioners.....	15
Special assistance payments for primary victims .....	16
Who can claim?.....	16
Types of crimes .....	16
People affected by domestic violence .....	16
Witnesses.....	17
How much is the special assistance payment?.....	17
How to claim special assistance .....	17
Claiming other recover expenses .....	18
Payments process .....	18
Special assistance payments are one-off lump sum payments .....	18
Timeframe – all applications.....	18
Payment process – recovery expense claims.....	19
Common payment conditions .....	19
Paid expenses .....	19
Unpaid expenses .....	19
Claim medical expenses .....	19
Claim medical treatment.....	20
Approved practitioners.....	20
Approved medical costs .....	20
Australian providers .....	20
Overseas providers.....	21
Claiming ongoing medical treatment.....	21
Claiming expenses for a pre-existing medical condition.....	21

Supporting documents for medical expense claims .....	21
Medical expense limitations.....	21
Claim counselling expenses.....	22
Claim counselling costs .....	22
Approved counselling providers.....	22
Approved counselling costs .....	23
Claiming ongoing counselling .....	23
Claiming expenses for a pre-existing condition.....	24
Supporting documents for counselling claims .....	24
Travel for medical or counselling appointments.....	25
Claim travel expenses for medical/counselling .....	25
Approved costs for medical/counselling travel claims .....	25
Claiming accommodation for medical/counselling travel .....	26
Supporting documents for medical/counselling travel claims .....	26
Limitations for medical/counselling travel claims.....	26
Forms for health practitioners and counsellors .....	27
Claim damage to clothing.....	27
Types of clothes that can be claimed.....	27
Supporting documents for claiming clothing .....	28
Payment process for clothing claims .....	28
Limitations for clothing claims.....	28
Claim other recovery expenses.....	28
Conditions for claiming other recovery expenses.....	29
Types of expenses .....	29
Emergency accommodation.....	29
Relocation expenses.....	29
Security expenses.....	30
Essential furniture, appliances, and household items.....	30
Damage to property .....	31

Travel expenses.....	31
School expenses.....	32
Supporting documents for other recovery expense claims.....	32
Limitations for other recovery expense claims .....	32
Financial assistance for people affected by homicide.....	33
Specialist support services .....	33
Related victim claims.....	33
Close family members.....	34
Financial dependants .....	34
Special conditions and limitations for related victim claims .....	34
Supporting documents for related victim claims.....	35
Claim a dependency payment after a homicide.....	35
Financial dependency claims.....	36
Approved amounts for dependency payments.....	36
Relevant payments you must declare .....	36
Supporting documents for dependency claims .....	36
Payments process for lump sum payments following a homicide .....	37
Claim exceptional circumstance expenses after a homicide.....	37
Claim other recovery expenses after a homicide .....	38
Types of expenses we can consider after a homicide.....	38
Additional funeral and memorial costs.....	38
Emergency accommodation.....	38
Relocation expenses.....	38
Security expenses.....	39
Essential furniture, appliances, and household items .....	39
Damage to property .....	39
Travel expenses.....	40
School expenses.....	41
How to claim expenses after a homicide.....	41

Payment process.....	41
Common payment conditions.....	41
Limitations.....	41
Claim funeral assistance after a homicide.....	42
Who can claim funeral expenses.....	42
Special conditions for funeral expenses.....	43
Approved funeral costs.....	43
Supporting documents for funeral expense claims.....	43
Payment process for funeral expenses.....	44
Timeframe for assessing funeral expenses.....	44
Limitations for funeral expense claims.....	44
Specialist support services for people affected by homicide.....	44
Claim legal expenses for making an application.....	45
Approved application types who can claim legal expenses.....	45
Approved legal services providers.....	45
Claimable legal expenses.....	45
Approved costs.....	46
Supporting documents for claiming legal expenses.....	46
Legal representation.....	46
Limitations for legal expense claims.....	46
Claim loss of earnings – for victims of violence.....	47
Primary victim loss of earnings claims.....	47
Parent secondary victim loss of earnings claims.....	47
Witness secondary victim loss of earnings claims.....	48
Approved reimbursements for loss of earnings.....	48
Supporting documents for loss of earnings claims.....	48
Self-employed people.....	49
Declaring financial assistance as income.....	<b>Error! Bookmark not defined.</b>
Limitations for loss of earnings claims.....	49

Work related violence .....	49
Other support .....	49
Claim legal expenses for making an application.....	50
Approved application types.....	50
Approved providers .....	50
Claimable legal expenses.....	50
Approved costs .....	51
Supporting documents for claiming legal expenses .....	51
Legal representation .....	51
Limitations for claiming legal expenses.....	51
Work-related violence .....	52
Requirements for claiming financial assistance after a work assault.....	52
Exceptions .....	52
‘Report only’ notifications .....	53
Work-related injuries we consider .....	53
Financial assistance for work assaults.....	53
How to claim financial assistance after a work assault.....	53
Timeframe for assessing work related claims .....	54
Information for police officers.....	54
Claim recovery expenses as a parent secondary victim .....	54
Who can make a parent secondary victim claim .....	55
Types of expenses parents can claim.....	55
Supporting documents for parent secondary victim claims .....	55
Claim your child’s expenses.....	56
Claim recovery expenses after witnessing violence .....	56
Who can make a witness claim.....	56
Witnessing domestic violence .....	56
Primary victims of domestic violence.....	57
Types of expenses witnesses can claim.....	57

Supporting documents for witness claims .....	58
Claim urgent expenses – any applicant.....	58
Help for victims.....	58
Claimable urgent and immediate expenses .....	58
(1) Recent and urgent.....	59
(2) Relevant.....	59
(3) Supporting evidence.....	59
Supporting documents for urgent assessments .....	59
Timeframe for urgent assessments .....	60
Limitations for claiming expenses .....	60
Prove your identity when you apply.....	60
If the application is for a child (under 18).....	61
If the application is for a person who has impaired capacity .....	61
If you do not have any ID – please contact Victim Assist for advice.....	62
Apply for victim assistance.....	62
Who can apply for financial assistance.....	63
Funeral assistance.....	63
When to apply .....	63
What can you claim .....	63
Preparing to make a claim.....	64
Relevant payments.....	65
Is someone helping you with your application.....	65
Other information you may need to provide .....	65
How to claim.....	66
Email.....	66
Post .....	66
Application assistance .....	66
Applications for adults with impaired capacity or people under 18 years old.....	67

Timeframe .....	67
Need more information .....	67
How to apply on behalf of someone with impaired capacity.....	67
Who can complete the application form .....	67
Is someone helping you with your application.....	68
Verifying the identity of the applicant .....	68
Payment processes – lump sums .....	68
Payment process - expenses .....	69
Common payment conditions.....	69
Applications for child victims .....	69
Who can complete the application form .....	69
Children living independently .....	70
Children under the care of Child Safety.....	70
Verifying the identity of the applicant .....	70
Payment process - lump sums .....	71
Payment processes - expenses.....	71
Common payment conditions.....	71
Victim Assist forms.....	71



# About financial assistance for victims

This page answers some of the common questions about financial assistance for victims of crime, including questions about:

- [Who can apply](#)
- [Funeral assistance](#)
- [When to apply](#)
- [Where you live](#)
- [Victim of violence in another state or country](#)
- [Getting the money](#)
- [Under 18s](#)
- [Domestic and family violence](#)

## 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.

## 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. Learn more about the [reporting requirements](#).

## Where you live

It doesn't matter where you usually live—it matters where the violence happened. If you were a victim of violence while living or holidaying in Queensland, we may be able to give you financial assistance.

## Victim of violence in another state or country

We can't give you financial assistance for violence that wasn't committed in Queensland, but we may be able to refer you to other agencies who can help.

If you've been a victim of violence that happened in more than one state or country, we can only help with what happened in Queensland.

## Getting the money

We want to help you understand what to expect when you apply for financial assistance.

### *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 the urgent 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.

### *How much money*

Every person's situation is different. The amount we can pay and the types of things we pay for will depend on the:

- type of victim you are—primary, secondary or related victim
- crime you were a victim of
- injury you had.

If you have incurred an expense to help you recover, we may be able to pay you back. Therefore, the amount you receive depends on how much it costs you to recover.

If you are a primary victim or a related victim, you may also receive a one-off recognition payment. The amount you can receive is set out in the Act. A recognition payment can be up to \$10,000.

### *Declaring money received from others*

Getting an amount of money from other places might impact getting money from us.

You must tell us if you have received money or are applying to receive money from any other person, agency, organisation, insurer or fund (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.

### *Medical insurance*

You can usually still get financial assistance from Victim Assist if you have medical insurance, but you need to tell us that you have it.

We will need to know what expenses are covered by your insurance policy. We can only help with expenses they don't cover.

### **Under 18s**

You can apply for financial assistance if you're under 18, but you will usually need to ask your parents to fill in the application form for you.

If for some reason your parents can't fill in the form, you should contact us for advice.

See [Support for young victims and witnesses of crime](#) and [Applications for child victims](#) for more information.

### *In foster care*

You can apply for financial assistance if you're in foster care. Ask your Child Safety Services case manager or Community Visitor for help. They can help you:

- make your application
- locate the supporting documents you will need.

### *In domestic and family violence situations*

You don't need to be over 18 to make a claim as a victim of family violence. We can help you, even if others in your family are not ready to get help.

Learn more about help for [young people experiencing domestic and family violence](#).

### **Domestic and family violence**

We can help if you have been hurt by any family member or an informal carer—not just if you were injured by your partner.

### *Children affected by domestic violence can apply*

Children can apply as a primary victim if they have been directly injured because the offender has committed domestic violence against them.

They can apply as a secondary victim (witness) if they have been directly injured because they saw or heard domestic violence committed against someone else.

Each person needs to:

- submit their own application form and provide their own supporting documents
- give information about their injuries.

### *Moving away from the violence*

We may be able to help you move to get away from the violence. We may be able to help pay some of your relocation expenses.

Learn more about [Claiming other recovery expenses](#).

### *Staying in the relationship*

If you are not able to (or wanting to) leave the relationship, we may be able to help pay for things like counselling and medical expenses.

We strongly recommend you get support from a specialist domestic violence service. Contact us for help to find a service that's right for you.

## Reporting requirements – all victim types

We can give financial assistance to eligible victims of violence, but the violence must be reported **before** you apply.

- [Special primary victims](#)
- [Special primary victim reporting requirements](#)
- [Supporting information](#)

**If you are not a special primary victim, the violence must be reported to police.** You can report violence to Queensland Police Service yourself or someone else may be able to report it.

### **Special primary victims**

A special primary victim is a person who:

- is or was a child when the violence happened

- has impaired capacity
- is being threatened or intimidated by the offender or someone else

Victims of the following offences are also special primary victims:

- sexual offences
- offences committed by a person in a position of power, influence, or trust
- domestic violence that happened after 1 July 2017.

### Special primary victim reporting requirements

Before applying for financial assistance, a special primary victim can report the violence to:

- a police officer
- a doctor
- a psychologist
- their counsellor
- a worker in a domestic violence service.

All other victims must report the violence to police **before** applying for financial assistance.

### Supporting information

If you **reported to police**, you need to tell us what station you reported to and the QP number by completing the relevant section of the application form. You don't need to provide a copy of your statement or any other police documents. We'll get these directly from police.

If you are a **special primary victim**, you need to tell us which service/agency you reported the violence to by completing the relevant section of the application form. The service/agency needs to:

- complete a special primary victim report, or
- provide a letter, medical records or case notes that tell us:
  - » the date you first reported the violence to the worker
  - » the date (or date range) the violence happened
  - » a description of what happened
  - » the name of the offender (if known)
  - » details of any injuries and adverse impacts that were directly caused by the act of violence.

The Special Primary Victim Report template is available at:

<https://www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime>

## Providing information about your injuries

We provide financial assistance to people that have been **directly injured** by violence that was committed in Queensland.

- [Types of injuries](#)
- [Supporting documents](#)
- [Aggravation of pre-existing conditions](#)
- [Limitations](#)
- [Forms for practitioners](#)

### Types of injuries

**Physical injury** - An injury to your body directly caused by violence.

*Examples: bruises, wounds, muscle or bone injuries, damage to teeth, brain injuries, damage to senses, pregnancy (resulting from rape), or a disease you contracted from the offender during the violence.*

**Psychological injury** - A psychological illness, disorder, or impairment that was directly caused by violence.

*Examples: depressive disorders, anxiety disorders, acute stress disorders or post-traumatic stress disorders.*

Substance abuse resulting from violence is not usually considered.

**Aggravation of pre-existing conditions** - A medical condition, psychological illness or disability that was made worse by the violence.

**Adverse impacts** - We can only consider adverse impacts (as your injury) if you have been a victim of a sexual offence that occurred after 19 December 1997 or a victim of domestic violence that occurred after 1 July 2017.

*Examples: a sense of violation, reduced self-worth or perception, lost or reduced physical immunity; lost or reduced physical capacity (including the capacity to have children), increased fear or insecurity, adverse reactions from others, a negative impact on sexual relationships, a negative impact on feelings.*

### Supporting documents

We need to know the details of your injuries and what caused them.

We can get some information for you.

- If you had injuries at the time of the violence, we may get this information from Queensland Police Service.

- If you were treated by a paramedic, we may get this information from Queensland Ambulance Service.
- If you went to a Queensland Health Hospital or Health Service (e.g. an emergency department or sexual assault clinic), we may get this information from Queensland Health.

Sometimes you'll have to ask for the information then provide us a copy.

- If the violence was investigated by Child Safety, you can ask them for a copy of this information.
- If you reported your injuries to a doctor, counsellor, psychologist, social worker or domestic violence support worker, you can ask them to [provide a medical certificate](#), letter or other medical record.

We can only consider injuries that were caused by violence.

### **Aggravation of pre-existing conditions**

The health practitioner that usually treats your pre-existing condition will need to complete a Comprehensive clinical report. This report will tell us how your condition has changed and what (if any) additional treatment or medical support you need.

### **Limitations**

You may not be able to get financial assistance if:

- we can't confirm if your injuries or conditions were directly caused (or made worse) by violence or not.
- you were exposed to bodily fluids (e.g. urine, saliva, blood) and you did not contract a disease or sustain a psychological injury
- your injury was caused by an accident, self-harm or a property crime
- the adverse impact you experienced was caused by a sexual offence that occurred before 19 December 1997 or domestic violence that occurred before 1 July 2017.

### **Forms for practitioners**

Your health practitioner may like to provide 1 of these reports with your application.

- Victim Assist medical certificate form
- Victim Assist comprehensive clinical report form
- Victim Assist health examination report form
- Victim Assist progress report form

These forms are available at:

<https://www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime>

# Special assistance payments for primary victims

A primary victim of violence can apply for a special assistance payment through Victim Assist. This is a one-off lump sum recognition payment.

## Who can claim?

You can claim this payment if:

- you have been directly injured, by
- an act of violence, that
- was committed in Queensland.

You must report the violence to a relevant agency before you apply.

See [Reporting requirements](#) for more details.

## Types of crimes

An act of violence is a crime where a person hurts a person. It can include:

- Child abuse (physical or sexual)
- Domestic and family violence
- Sexual violence (such as rape or sexual assault)
- Physical assault (such as being choked, hit, kicked, cut, burned, poisoned or restrained)
- Being threatened with a weapon or with force
- Stalking, kidnapping or deprivation of liberty
- Dangerous driving causing grievous bodily harm
- Attempted murder
- Murder, manslaughter or dangerous driving causing death.

## *People affected by domestic violence*

A person that is the main victim of domestic violence can apply for financial assistance as a **primary victim**.

Children and other family members, who are **living** in a home where domestic violence happens, can also apply for financial assistance as a **primary victim** if – the violence was directed **at you, your parent, your caregiver or other family members who live with you**.

You might have:



- been physically abused by the offender
- been threatened or coerced by the offender
- been emotionally, psychologically or economically abused by the offender
- had your property deliberately damaged by the offender
- been otherwise restrained, controlled or dominated by the offender in a frightening way, including:
  - having to hide from the offender because you were frightened
  - fearing for the safety of another person or an animal that the offender was threatening.
- comforted or provided assistance to a person who has been physically abused
- observed bruising or other injuries of a person who has been physically abused
- cleaning up a site after property has been damaged
- being present at a domestic violence incident that is attended by police officers
- experiencing financial stress arising from economic abuse.

## Witnesses

A **bystander** who witnesses violence may [apply as a witness](#). Witnesses can claim some recovery expenses, but they cannot claim a special assistance payment. This may include people who:

- see or hear an assault
- overhear domestic violence such as threats of physical abuse or repeated derogatory taunts (including racial taunts).

For more information see: [Claim recovery expenses – after witnessing violence](#)

## How much is the special assistance payment?

The amount you get depends on the type of crime that was committed against you.

In some cases, the seriousness of your injuries and your circumstances will be taken into consideration. We will need to assess your claim to work out what amount you will get. For example, a victim of unlawful stalking may get \$1000 but a victim of rape may get \$10,000.

The maximum amount that can be paid under 'special assistance' is \$10,000.

## How to claim special assistance

To claim financial assistance, you need to

- [report the violence](#)
- complete the approved application form
- [provide information about your injuries](#)
- [provide identity documents](#).

## Claiming other recover expenses

You can also ask us to pay for recovery expenses. A primary victim can claim:

- [medical](#), [counselling](#) and [travel to medical and counselling appointments](#)
- [damage to clothing](#)
- [legal expenses](#)
- [loss of earnings](#)
- [other recovery expenses](#).

If you are claiming an expense you will need to provide receipts, invoices or a treatment plan for each expense you are claiming.

## Payments 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.

### *Special assistance payments are one-off lump sum payments*

In most cases, if you are an adult, and your claim is approved, special assistance will be paid directly to you (by direct deposit or cheque).

However, if you are an adult with impaired capacity for a prescribed financial matter and your 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 enduring power of attorney.

If you are a child (under 18), and your claim is approved, lump sum payments (distress and dependency), will be paid directly to the Public Trustee of Queensland to be held in trust for you until you turn 18.

## Timeframe – all applications

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 these conditions, we may prioritise the assessment of the urgent 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.

All forms talked about in these instructions are available at [www.qld.gov.au/victimssapply](http://www.qld.gov.au/victimssapply). If you do not have internet access, please call 1300 546 587 and request a form via post.

## Payment process – recovery expense claims

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'.

## Claim medical expenses

We may be able to pay your medical bills if you have been injured by violence that happened in Queensland.

- [Claim medical treatment](#)
- [Approved practitioners](#)
- [Approved medical costs](#)
- [Claiming ongoing medical treatment](#)
- [Claiming expenses for a pre-existing medical condition](#)
- [Supporting documents for medical expense claims](#)
- [Medical expense limitations](#)

## Claim medical treatment

We may be able to pay for medical treatment for a physical or psychological injury that was directly caused by violence. We will only pay for costs billed to the patient (excluding costs covered by Medicare, insurance or a government agency).

We may be able to pay costs for:

- ambulance services
- medical treatment received in a hospital
- medical treatment by a 'health practitioner'
- speech pathology.

## Approved practitioners

You can choose your own health practitioner.

'Health practitioner' includes: Aboriginal and Torres Strait Islander health practitioner, Chinese medicine practitioner, chiropractor, dentist, medical practitioner (GP, specialist, psychiatrist), midwife, nurse, occupational therapist, optometrist, osteopath, paramedicine, pharmacist, physiotherapist, podiatrist or psychologist.

Your GP may be able to make a referral to a specialist or allied health practitioner if needed.

If the treatment is being provided in Australia, the treatment needs to be provided by:

- a health practitioner that is registered under the *Health Practitioner Regulation National Law*
- a speech pathologist who is eligible for practising membership of The Speech Pathology Association of Australia.

If the treatment is being provided overseas, the treatment needs to be provided by:

- a health professional with an equivalent overseas registration.

## Approved medical costs

If your claim is approved, we can pay for reasonable, medical expenses and reports fees to diagnose or treat injuries caused by violence. We can only pay out-of-pocket expenses (the gap).

Your health practitioner will need to provide a receipt, invoice or treatment plan. We will pay the rate outlined in the Victim Assist Queensland – Table of Costs or an equivalent overseas rate.

*Australian providers* – the receipt or invoice must include:

- what treatment was provided (including the corresponding Victim Assist Queensland – Table of Costs item number)

- the cost per session (or itemised treatment costs)
- details of Medicare or insurance contributions.

**Overseas providers** – the receipt or invoice must include:

- what treatment was provided
- the cost per session (or itemised treatment costs)
- details of any government or insurance contributions.

### Claiming ongoing medical treatment

If you need more than 12 sessions of medical treatment, your health practitioner will need to provide a Comprehensive clinical report telling us what treatment you need. We will assess the extra expenses and let you know if they can be paid for or not.

We may also request a Progress report at regular intervals. This report will tell us how your recovery is going.

### Claiming expenses for a pre-existing medical condition

If you had a health condition before the violence, but the violence made your condition worse, we may be able to pay new, additional medical expenses. Example:

Jacob has had bad teeth for most of his adult life. He has many cavities and bad gums. Jacob was the victim of an assault. He was punched in the face and some of his teeth were knocked-out. He needs to see a dentist to fix the knocked-out teeth. The dentist also wants to fix the cavities and treat his gums.

Jacob could ask us to pay to fix the knocked-out teeth, but we would not be able to pay to fix his pre-existing cavities and gum problems. Jacob's dentist would need to provide information about the cost of fixing just the knocked-out teeth.

### Supporting documents for medical expense claims

To claim financial assistance, you need to

- [report the violence](#)
- complete the approved application form – including the medical expenses section
- [provide information about your injuries](#)
- attach receipts, invoices or treatment plan for each expense you are claiming
- [provide identity documents](#).

### Medical expense limitations

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

- appointments you missed or cancelled
- medical costs for health conditions that were not directly caused by violence
- pre-existing health conditions (unless the violence made the condition worse)
- medical costs that are covered by a private insurer (if you have insurance)
- medical costs that would usually be paid for by another government department, scheme or insurer (e.g. Queensland Health, Queensland Ambulance Services, Child Safety, Medicare, Pharmaceutical Benefits Scheme, National Disability Insurance Scheme, WorkCover)
- costs for treatment that is not included under *Claim medical treatment treatments* or *Approved costs*.

## Claim counselling expenses

We may be able to pay your counselling costs if you have been injured by violence that happened in Queensland.

- [Claim counselling costs](#)
- [Approved counselling providers](#)
- [Approved counselling costs](#)
- [Claiming ongoing counselling](#)
- [Claiming expenses for a pre-existing condition](#)
- [Supporting documents for counselling claims](#)
- [Counselling limitations](#)

### Claim counselling costs

We can pay for counselling to treat psychological injuries or adverse impacts caused by violence. You can claim 12 counselling sessions to start with.

If you need more than 12 sessions, a health practitioner will need to diagnose your psychological injuries and provide a Comprehensive clinical report telling us what treatment you need.

We may also ask for a Progress report at regular intervals, telling us how your recovery is going.

### Approved counselling providers

Counselling must be provided by a qualified health professional. The counsellor must maintain an appropriate level of professional and public liability insurance (generally \$10,000,000).

If the counselling is being provided in Australia, the provider must be:

- a health practitioner registered (including provisional registration) under the *Health Practitioner Regulation National Law*
- a mental health social worker accredited by the Australian Association of Social Workers
- a social worker accredited by the Australian Association of Social Workers with demonstrated relevant counselling experience
- a counsellor or psychotherapist who is a 'full clinical member' of the Psychotherapy and Counselling Federation of Australia or a 'level 3 or 4 member' of the Australian Counsellors Association.

If the counselling is being provided overseas, the provider must be:

- a health professional with an equivalent overseas qualification.

You can choose your own counselling provider. Your GP may be able to make a referral if needed or you can find a psychologist or social worker in your area and contact them directly.

### Approved counselling costs

If your claim is approved, we can pay for reasonable counselling expenses and report fees to diagnose or treat injuries caused by violence. We can only pay out-of-pocket expenses (the gap).

Your counsellor will need to provide a receipt, invoice or treatment plan. We will pay the rate outlined in the Victim Assist Queensland – Table of Costs or an equivalent overseas rate.

Australian providers – the receipt or invoice must include:

- what treatment was provided (including the corresponding Victim Assist Queensland – Table of Costs item number)
- the cost per session
- details of Medicare or insurance contributions.

Overseas providers – the receipt or invoice must include:

- what treatment was provided
- the cost per session
- details of any government or insurance contributions.

### Claiming ongoing counselling

If you need more than 12 sessions of counselling, your provider will need provide a Comprehensive clinical report<sub>1</sub> telling us what treatment you need.

We will assess the extra expenses and let you know if they can be paid for or not.

We may also request a Progress report at regular intervals, telling us how your recovery is going.

### Claiming expenses for a pre-existing condition

If you had a health condition before the violence, but the violence made your condition worse, we may be able to pay new, additional counselling expenses. Example:

Maria has had depression for the last 2 years. Before the act of violence, she saw her psychologist once a month and her psychiatrist once every 3 months. She was also prescribed an anti-depressant that she took each morning.

Maria was assaulted. The assault made Maria's depression worse and she also started having panic attacks. Her psychiatrist has added Panic disorder to her diagnosis. She is currently seeing her psychiatrist once a week. Her prescriptions have also changed. Maria could ask us to pay for her extra psychiatric appointments and her extra medication.

Maria's psychiatrist would need to complete a [Comprehensive clinical report](#) to confirm the new diagnosis and extra treatment needs.

### Supporting documents for counselling claims

To claim financial assistance, you need to

- [report the violence](#)
- complete the approved application form – including the counselling expenses section
- [provide information about your injuries](#)
- attach receipts, invoices or treatment plan for each expense you are claiming
- [provide identity documents](#).

### Counselling limitations

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

- appointments you missed or cancelled
- counselling costs for health conditions that were not directly caused by violence
- pre-existing health conditions (unless the violence made the condition worse)
- counselling costs that are covered by a private insurer (if you have insurance)
- counselling costs that would usually be paid for by another government department, scheme or insurer (e.g. Queensland Health, Queensland Ambulance Services, Child Safety, Medicare, Pharmaceutical Benefits Scheme, National Disability Insurance Scheme, WorkCover)
- costs for treatment that is not included under *Claim counselling costs treatments or Approved cost*.



# 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 for medical/counselling](#)
- [Approved costs for medical/counselling travel claims](#)
- [Supporting documents for medical/counselling travel claims](#)
- [Limitations for medical/counselling travel claims](#)

## Claim travel expenses for medical/counselling

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 for medical/counselling travel claims

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 for medical/counselling travel*

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.

### **Supporting documents for medical/counselling travel claims**

To claim financial assistance, you need to

- [report the violence](#)
- complete the approved application form – including the medical expenses section
  - 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 information about your injuries](#)
- attach receipts, invoices or treatment plan for each expense you are claiming
- [provide identity documents](#).

### **Limitations for medical/counselling travel claims**

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).

## Forms for health practitioners and counsellors

Your health practitioner or counsellor may like to provide 1 of these reports with your application.

- Victim Assist medical certificate form
- Victim Assist comprehensive clinical report form
- Victim Assist health examination report form
- Victim Assist progress report form

These forms are available at:

<https://www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime>

## Claim damage to clothing

We may be able to pay for replacement clothing and some accessories if you have been injured by violence that happened in Queensland.

- [Types of clothes that can be claimed](#)
- [Supporting documents for claiming clothing](#)
- [Payment process for clothing claims](#)
- [Limitations for clothing claims](#)

### Types of clothes that can be claimed

We may be able to pay for replacement clothing if:

- the clothes you were wearing at the time of the violence were damaged or lost during the violence, or
- police kept your clothes as evidence.

You can claim replacement of the clothes you were wearing and some accessories: We may be able to pay for replacement:

- underwear, shirts, tops, pants, dresses, jackets etc
- shoes, socks, hats, helmets and belts
- special spiritual clothing or special work clothing (unless covered by your employer)
- prescription eyeglasses and/or hearing aids.

In most cases you will only need to provide approximate replacement costs. If you are claiming more than \$1,000 for damaged clothing, you will need to provide formal quotes and receipts.

## Supporting documents for claiming clothing

To claim financial assistance, for clothing, you need to

- [report the violence](#)
- complete the approved application form – including the clothing expenses section (stating what items of clothing were damaged and providing an approximate cost of each item)
- [provide information about your injuries](#)
- [provide identity documents](#).

You only need to attach receipts, invoices, or official quotes if you are claiming more than \$1,000 worth of clothing.

## Payment process for clothing claims

If your claim is approved, we will reimburse the cost of replacement clothing. We will usually do this by direct depositing the money into your nominated bank account.

## Limitations for clothing claims

We cannot cover every expense you may incur because of violence. We are unable to replace:

- clothing you were not wearing at the time of the assault
- any accessories not listed above (e.g. jewellery, sunglasses, watches, fitness trackers, hair accessories or extensions)
- any equipment you were carrying or items in bags and pockets (e.g. bags, wallets, purses, money, replacement cards, mobile phones, or makeup)
- clothing damaged by vandalism (e.g. the offender destroyed all your clothes)
- stolen clothing.

# Claim other recovery expenses

We may be able to pay for a range of recovery expenses, including some expenses that are not linked to medical or counselling treatment if you have been injured by violence that happened in Queensland.

- [Conditions for claiming other recovery expenses](#)
- [Types of expenses](#)

- [Emergency accommodation](#)
- [Relocation expenses](#)
- [Security expenses](#)
- [Essential furniture, appliances, and household items](#)
- [Damage to property](#)
- [Travel expenses](#)
- [School expenses](#)
- [Supporting documents for other recovery expense claims](#)
- [Limitations for other recovery expense claims](#)

## Conditions for claiming other recovery expenses

You can claim a range of special expenses if, because of your circumstances or the nature of the crime, the violence has had an unusual, special or out of the ordinary effect on you. We call these 'exceptional circumstance' expenses.

You will need to tell us:

- what expenses you need
- how much the individual expense will cost.

We can consider things that:

- will significantly help you recover
- are needed because of the violence
- are reasonably priced.

## Types of expenses

### *Emergency accommodation*

We may be able to repay the cost of up to 3 months emergency accommodation (up to \$160/night) if it is not safe for you to live in your usual home because of the violence.

### *Relocation expenses*

If you need to move because of the violence, we may be able to repay up to \$5,000 for the cost of:

- removalist expenses (e.g. hiring professional removalists or hiring vehicles)

- travel costs (e.g. a [cents-per-kilometre amount](#) if driving, airfares, pet transport)
- up to 6 months storage.

If you're a parent or carer, and your claim is approved, we will also cover costs of relocating children and dependants who live with you.

### *Security expenses*

If you need to upgrade security in your home or business, because of the violence, we may be able to repay up to \$5,000 for the cost of:

- motion sensor lights
- security screens and doors
- security alarm systems and cameras
- repairs to re-establish the security of your home (e.g. new locks, repairing doors or windows).

If upgrading home security, the homeowner needs to pre-approve upgrades before you apply. Please include a letter confirming the homeowner's approval with your application.

If upgrading business security, the business owner and building owner will need to pre-approve upgrades before you apply. Please include letters confirming the business owner's and building owner's approval with your application.

If you need personal security, we may be able to pay for:

- a personal duress alarm (sometimes called a pendant alarm)
- a basic internet-capable phone (up to \$300) so you can call for help if needed.

We **cannot** pay any monitoring fees, service fees or phone bills.

### *Essential furniture, appliances, and household items*

If you need to move to a new house because of the violence and it is not safe for you to go back for your belongings, we may be able to pay for replacement of household items.

We may be able to pay for the cost of new:

- appliances (fridge, washing machine, television, vacuum cleaner, microwave, toaster and kettle)
- furniture (lounge/sofa, beds, dining table, chairs, desks, and furniture to store clothing or belongings)
- bedding and other linen (quilts and covers, sheets, pillows and pillowcases, towels, washers and tea towels)
- cooking equipment, dinner sets, glassware and cutlery.

We can consider up to \$6,000 for reasonably priced household essentials for you and any children or dependants who live with you.

If you were a victim of a sexual offence in your home, we may be able to pay for replacement furniture and linen where the act of violence happened.

### *Damage to property*

We may pay for professional forensic cleaning – a special type of cleaning for crime scenes. A forensic cleaner will restore a property to a safe and hygienic condition. Forensic cleaning involves:

- getting rid of odours, stains, and fingerprint dust
- disinfecting and sanitising the property
- removing and safely disposing of bio-hazardous material
- removing and safely disposing of furniture, flooring, and other items that are difficult to clean.

Replacing furniture if difficult to clean from the offence, we can replace lounge/sofa, bedding and linen.

We **cannot** pay for:

- costs that are covered by insurance
- general home or business repairs
- costs to repair vandalism or arson
- replacement property.

### *Travel expenses*

We may be able to pay for reasonable travel costs if you need to travel to:

- help with the police investigation (to give a statement)
- attend court on trial days.

Approved travel costs – if you traveled in a private car:

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

Approved travel costs – 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.

Approved accommodation for court related travel – if it's unreasonable for you to travel on each trial day:

- we may be able to pay for accommodation close to the court
- we may be able to pay for accommodation one day either side of the trial.

Regardless of whether you are travelling for court reasons, we may be able to pay for a support person to travel with you if needed.

[Travel to attend medical or counselling appointments](#) may be covered under that category.

### *School expenses*

If the applicant is a school aged child (under 18) we may be able to pay for their first set of new school uniforms and a new stationary pack if:

- the offender, or people associated with the offender, are students or staff of the school the applicant usually attends, and
- the child wants to or needs to change schools.

We **cannot** pay for school fees.

### **Supporting documents for other recovery expense claims**

To claim financial assistance, you need to:

- [report the violence](#)
- complete the application form – including the exceptional circumstance expenses section (tell us what expenses that you are want to claim – using the headings on this page as a guide)
- [provide information about your injuries](#)
- attach receipts for any paid expenses you want us to reimburse
- attach formal quotes, invoices or treatment plans for any unpaid expense you are claiming
- [provide identity documents](#).

### **Limitations for other recovery expense claims**

We are unable to help with:

- furniture and household items not listed above
- financial losses



- everyday living expenses such as food, rent, bond, gym, and school fees
- holidays and retreats
- legal fees for matters not related to applying for financial assistance (see guideline)
- the purchase, training or upkeep of guard dogs, companion animals or pets
- medical treatments not included under medical expenses or covered by a Director-General guideline.

## Financial assistance for people affected by homicide

If you have been affected by a homicide, we are sorry for your loss and want to be able to help you recover. We may be able to give financial assistance to close family members and financial dependants of people who have died as a result of violence or been killed by a dangerous driver.

- [Specialist support services](#)
- [Related victim claims](#)
  - [Close family members](#)
  - [Financial dependants](#)
- [Special conditions and limitations for related victim claims](#)
- [Payments process for lump sum payments](#)
- [Supporting documents for related victim claims](#)

### Specialist support services

Queensland Homicide Victims Support Group provides statewide specialist support to people who have experienced a homicide in their family. They can also provide information about the what to expect during the investigation and subsequent trial and handling media enquiries. You can call them 24 hours on 1800 774 744.

You can ask the funeral director to help you apply for funeral assistance. We provide optional training for funeral directors about helping families after a homicide.

### Related victim claims

The deceased person's **partner, parents, children, siblings** and **financial dependents** can apply for financial assistance if they had a close personal relationship with the deceased at the time of their death.

We can also consider applications from a person who was the deceased person's **parent, sibling** or **child** under Aboriginal or Torres Strait Islander custom.

You can apply for financial assistance if:

- the homicide was committed in Queensland
- the cause of death was;
  - murder
  - manslaughter
  - dangerous operation of a motor vehicle (e.g. car, bus, truck or motorbike) causing death
  - dangerous operation of a motor vessel (e.g. boat or jet ski) causing death.

### *Close family members*

You will need to provide a document that confirms your relationship to the deceased person. Please provide 1 or more of the following:

- a copy of the relevant birth certificate(s)
- copies of a marriage license or shared bills, bank accounts, mortgage documents or rental agreements (partners)
- a copy of a shared Medicare card
- a copy of the deceased person's will
- a copy of the death notice (detailing family members).

If you are making a claim under Aboriginal or Torres Strait Islander custom, you should provide:

- a letter from a community Elder or justice group that explains your relationship to the deceased.

If needed, you could also provide copies of dated photos of family events, social media screenshots or telephone/messaging records to show you communicated regularly.

### *Financial dependants*

A financial dependant is a person who is (or was) entirely or substantially dependant on the income of the deceased person at the time of their death.

You do not need to also be a close family member, but you may be. See Claiming dependency for more details.

### **Special conditions and limitations for related victim claims**

We must consider the cause of death when we are assessing applications.

We may not be able to finalise the assessment if the victim is a **missing person** or the cause of death is **unknown** or **not yet determined**. If this is the case, you can complete the application form at any time, but we may need to defer making our decision until after:

- the coroner or police determine the person has more likely than not died from an offence listed above
- police charge a person with an offence listed above
- a cause of death certificate is issued under the *Births, Deaths and Marriages Registration Act 2003* detailing an offence listed above.

We cannot pay financial assistance if the cause of death was:

- an accident or suicide
- because of dangerous use of a bicycle, skateboard, foot scooter, mobility device
- because of dangerous use of non-motorised watercraft (e.g. kayak, canoe, surfboard, paddle board or similar).

### Supporting documents for related victim claims

To claim financial assistance, you need to:

- complete the related victim application form
- attach any close family member document from the list above
- attach receipts or invoices for each expense you are claiming and complete the relevant expenses section of the application form
- [provide identity documents](#).

Please note, you must tell us if you have received or may receive any money from another person, agency, organisation, insurer or fund because of the homicide (including community donations). You can do this by completing the relevant payments section of the application form.

## Claim a dependency payment after a homicide

If you have been affected by a homicide, we are sorry for your loss and want to be able to help you recover. We may be able to give you a dependency payment, if you were financially dependent on a person who died as a result of an act of violence or was killed by a dangerous driver.

- [Financial dependency claims](#)
- [Approved amounts for dependency payments](#)
- [Relevant payments you must declare](#)
- [Supporting documents for dependency claims](#)

## Financial dependency claims

You can claim dependency if you were (or would have been) entirely or substantially dependant on the deceased person's income at the time of their death. You may have been their partner, child (born or unborn) or another type of dependant.

Examples:

- Mika lives with her uncle and aunty. They paid for everything she needs. Mika is a financial dependant of her uncle or aunty.
- Jacob has a part time job and earns a minimal income. His income is not high enough to live independently so he lives with his brother. His brother pays most of the household expenses. Jacob is a financial dependant of his brother.

## Approved amounts for dependency payments

If the death happened in Queensland and you were a financial dependent of the deceased person, we may also be able to pay a one-off dependency payment of **up to \$20,000**.

- This payment is to recognise the loss of wages they were earning or benefits they were receiving – and would have continued to get if they had not died.
- If more than 1 person was a financial dependant of the deceased person, the \$20,000 payment will be shared between the dependants.

We realise these payments will not cover all of your losses, but we hope they will provide some initial financial relief.

We may also be able to pay some of your recovery expenses, such as:

- medical, counselling, medical report and medical travel expenses
- other exceptional circumstance expenses.

Please read the relevant expenses instructions for more details.

## Relevant payments you must declare

You must tell us if you receive any other money because of the person's death (e.g. insurance payments or payments from the deceased's estate).

We may need to deduct this amount from your payment.

## Supporting documents for dependency claims

To claim a dependency payment, you must complete the [Related victim application process](#).

You also need to provide evidence showing:

1. you were entirely or substantially dependant on the deceased to support you financially
2. the amount of financial support you were likely to receive in the two years after they died.

This may include photocopies, scanned copies or clear photographs of the following:

- documents showing your relationship to the deceased (e.g. birth certificate)
- proof of joint bank accounts or shared household bills
- bank statements showing regular payments from the deceased person
- Centrelink or child support documents
- tax returns for yourself and the deceased person
- evidence of expenses the deceased paid for you (e.g. receipts for school fees, uniforms)
- bank statements or receipts that show the deceased person regularly paid expenses for you (e.g. school fees, sports club fees)
- other documents that show financial dependence.

## Payments process for lump sum payments following a homicide

If your application is approved, we may give you a one-off distress payment of up to \$10,000.

If you were a financial dependent of the deceased person, we may also be able to pay a one-off dependency payment of **up to \$20,000**.

- This payment is to recognise the loss of wages they were earning or benefits they were receiving – and would have continued to get if they had not died.
- If more than 1 person was a financial dependant of the deceased person, the \$20,000 payment will be shared between the dependants.

We may also repay the cost of a range of expenses to help you recover. Please read the relevant instructions about claiming other expenses.

## Claim exceptional circumstance expenses after a homicide

Families affected by homicide often incur a range of out of the ordinary expenses because of the homicide. We are sorry for your loss and want to be able to help. Close family members can claim a range of recovery expenses.

## Claim other recovery expenses after a homicide

You can claim a range of special expense if – because of your circumstances or the nature of the crime – the violence has had an unusual, special or out of the ordinary effect on you. We call these ‘exceptional circumstance’ expenses.

You will need to tell us:

- what you need
- why you need it
- how much it will cost.

We can consider things that:

- are needed because of the violence
- will significantly help you recover
- are reasonably priced.

## Types of expenses we can consider after a homicide

### *Additional funeral and memorial costs*

We may be able to pay for some additional costs associated with funerals and memorials. We may be able to pay for:

- the cost of repatriating the deceased person for funeral, cremation or burial purposes
- the purchase of an urn, wall memorial, plaque and tombstone.

### *Emergency accommodation*

We may be able to repay the cost of up to 3 months emergency accommodation (up to \$160/night) if it is not safe for you to live in your usual home because of the violence.

### *Relocation expenses*

If you need to move because of the violence, we may be able to repay up to \$5,000 for the cost of:

- removalist expenses (e.g. hiring professional removalists or hiring vehicles)
- travel costs (e.g. a cents per kilometre amount if driving, airfares, pet transport)
- up to 6 months storage.

If you're a parent or carer, and your claim is approved, we will also cover costs of relocating children and dependants who live with you.

### *Security expenses*

If you need to upgrade security in your home or business, because of the violence, we may be able to repay up to \$5,000 for the cost of:

- motion sensor lights
- security screens and doors
- security alarm systems and cameras
- repairs to re-establish the security of your home (e.g. new locks, repairing doors or windows).

If upgrading home security, the homeowner needs to pre-approve upgrades before you apply. Please include a letter confirming the homeowner's approval with your application.

If upgrading business security, the business owner and building owner will need to pre-approve upgrades before you apply. Please include letters confirming the business owner's and building owner's approval with your application.

### *Essential furniture, appliances, and household items*

If you needed to move to a new house because of the violence, and it is not safe for you to go back for your belongings, we may be able to pay for replacement of household items.

We may be able to repay the cost of the cost of new:

- appliances (fridge, washing machine, television, vacuum cleaner, microwave, toaster and kettle)
- furniture (lounge/sofa, beds, dining table, chairs, desks, and furniture to store clothing or belongings)
- bedding and other linen (quilts and covers, sheets, pillows and pillowcases, towels, washers and tea towels)
- cooking equipment, dinner sets, glassware and cutlery.

We can consider up to \$6,000 for reasonably priced household essentials for you and any children or dependants who live with you.

### *Damage to property*

We may pay for professional forensic cleaning – a special type of cleaning for crime scenes. A forensic cleaner will restore a property to a safe and hygienic condition. Forensic cleaning involves:

- getting rid of odours, stains, and fingerprint dust
- disinfecting and sanitising the property
- removing and safely disposing of bio-hazardous material

- removing and safely disposing of furniture, flooring, and other items that are difficult to clean.

We cannot not pay for:

- costs that are covered by insurance
- general home or business repairs
- costs to repair vandalism or arson
- replacement property.

### *Travel expenses*

We may be able to pay for reasonable travel costs if you need to travel to:

- help with the police investigation (to give a statement)
- attend court on trial days.

Approved travel 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.

Approved travel costs – if you traveled 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.

Approved accommodation for court related travel – if it's unreasonable for you to travel on each trial day:

- we may be able to pay for accommodation close to the court
- we may be able to pay for accommodation one day either side of the trial if you.

Regardless of whether you are traveling for police or court reasons, we may be able to pay for a support person to travel with you if needed.

[Travel to attend medical or counselling appointments](#) may be covered under that category. Please see relevant instructions.



## *School expenses*

If the applicant is a school aged child (under 18) we may be able to pay for their first set of new school uniforms and a new stationary pack if:

- the offender, or people associated with the offender, are students or staff of the school the applicant usually attends, and
- the child wants to or needs to change schools.

We cannot pay for school fees.

## **How to claim expenses after a homicide**

To claim recovery expenses after a homicide, you must complete the [Related victim application process](#).

Please note, you must tell us if you have received or may receive any money from another person, agency, organisation, insurer or fund because of the homicide (including community donations). You can do this by completing the relevant payments section of the application form.

## **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 are unable to help with:

- funeral expenses above \$8,000 or expenses related to holding a wake; administering the deceased person's estate; the purchase and/or installation of memorial ornaments
- financial losses or everyday living expenses such as food, rent, bond, gym, and school fees

- holidays and retreats
- legal fees for matters not related to applying for financial assistance (see guideline)
- the purchase, training or upkeep of guard dogs, companion animals or pets
- medical treatments not included in the Victim Assist table of costs or covered by a Director-General guideline.

## Claim funeral assistance after a homicide

Having to plan a funeral is always difficult. We're sorry for your loss and want to be able to help. We can help pay funeral expenses if a person has died as a result of violence. or been killed by a dangerous driver.

- [Who can claim funeral expenses](#)
- [Special conditions for funeral expenses](#)
- [Approved funeral costs](#)
- [Supporting documents for funeral expense claims](#)
- [Payment process for funeral expenses](#)
- [Timeframe for assessing funeral expenses](#)
- [Limitations for funeral expense claims](#)

### Who can claim funeral expenses

You can claim funeral expenses if you are the person responsible for paying the funeral costs. You do not need to be a family member of the deceased person, but you may be.

We can help with funeral expenses if:

- the homicide was committed in Queensland
- the cause of death was;
  - murder
  - manslaughter
  - dangerous operation of a motor vehicle (e.g. car, bus, truck or motorbike) causing death
  - dangerous operation of a motor vessel (e.g. boat or jet ski) causing death.

## Special conditions for funeral expenses

We may not be able to pay financial assistance if the victim is a missing person or the cause of the person's death is unknown. If this is the case, you can complete the application form at any time, but we may need to defer making our decision until after:

- the coroner or police determine the person has more likely than not died from an offence listed above
- police charge a person with an offence listed above
- a cause of death certificate is issued under the *births, deaths and marriages registration act 2003* detailing an offence listed above.

## Approved funeral costs

You can claim **up to \$8,000**. We can cover a range of expenses associated with a funeral or cremation. These expenses may include:

- embalming and mortuary care
- Funeral Director's professional service fee
- funeral celebrant fee
- coffin and floral arrangement for coffin
- cremation costs or council cemetery fee (internment, grave or burial fee, grave liner)
- venue hire
- funeral notice and service booklet
- certified death certificates and registration of death.

A close family member may also be able to claim other expenses, including:

- the cost of repatriating the deceased person for funeral, cremation or burial purposes
- the purchase of an urn, wall memorial, plaque and tombstone.

## Supporting documents for funeral expense claims

To claim funeral expenses, you must:

- apply for financial assistance using the funeral assistance application form
- attach copies of the funeral invoice and/or receipts for funeral expenses
- [provide identity documents](#).

**You must tell us** – if any portion of the funeral costs have been paid by another person, agency, organisation, insurer or fund. You can do this by completing the relevant payments section of the application form.

### Payment process for funeral expenses

If your claim is approved, we will send you a 'Notice of Decision'. The 'Notice of Decision' will say what costs we will pay.

### Timeframe for assessing funeral expenses

We always prioritise the assessment of funeral application, but it may still take several weeks to assess the claim and repay the cost of approved expenses.

### Limitations for funeral expense claims

We cannot pay funeral costs if the cause of death was:

- an accident or suicide
- because of dangerous use of a bicycle, skateboard, foot scooter, mobility device
- because of dangerous use of non-motorised watercraft (e.g. kayak, canoe, surfboard, paddle board or similar).

We cannot pay for:

- costs associated with a wake
- food or beverage expenses
- additional keepsake urns
- non-essential funeral costs like balloons, doves or car hire.

## Specialist support services for people affected by homicide

Queensland Homicide Victims Support Group provides statewide specialist support to people who have experienced a homicide in their family. They can also provide information about what to expect during the investigation and subsequent trial and handling media enquiries. You can call them 24 hours on 1800 774 744.

You can ask the funeral director to help you apply for funeral assistance. We provide optional training for funeral directors about helping families after a homicide.

# Claim legal expenses for making an application

Our applications are designed to be completed by the applicant, but some people like to ask a lawyer for help. You can claim certain legal expenses you have incurred for assisting you with your application.

- [Approved application types](#)
- [Approved legal services providers](#)
- [Claimable legal expenses](#)
- [Supporting documents for claiming legal expenses](#)
- [Limitations for legal expense claims](#)

## Approved application types who can claim legal expenses

Primary, related parent secondary victims and people who witnesses a homicide may claim specific legal expenses outlined below.

## Approved legal services providers

It's up to you which lawyer you go to. 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. If you choose to use a private law firm, they may charge a fee.

Community Legal Centres Queensland may be able to help you for no or low cost. Many of their lawyers have undergone specific training about helping victims of violence. They have member centres across Queensland. They can be contacted by email, [admin@communitylegalqld.org.au](mailto:admin@communitylegalqld.org.au) or phone, 07 3392 0092.

## Claimable legal expenses

It is important to know that **you can only claim** fees incurred for:

- getting advice from a legal practitioner about applying for financial assistance
- completing an application form (which includes providing supporting evidence)
- legal representation for your application (asking a lawyer to make a submission on your behalf).

We cannot pay fees for any other legal services. This includes other services that may be related to the act of violence.

You should **always ask the legal firm** to clearly explain to you:

- what work they will do
- what fees they will charge, and

- if they plan to keep all or part of any financial assistance you are awarded.

### *Approved costs*

We can pay **up to** \$500 for legal fees. The amount paid will depend on the level of help given.

See Guideline 9 – Granting financial assistance for legal expenses for more information about:

- what costs can be considered
- what information must be included on the invoice.

### **Supporting documents for claiming legal expenses**

To claim financial assistance, you need to:

- [report the violence](#)
- complete the approved application form – including the legal expenses section
- [provide information about your injuries](#) (primary victim, parent and witness claims only)
- attach receipts, invoices or treatment plan for each expense you are claiming (including the itemised invoice from the lawyer)
- [provide identity documents](#).

### *Legal representation*

If you are asking the lawyer to act on your behalf, please provide:

- the contact details for the lawyer
- a copy of your consent to have the lawyer act on your behalf.

Please note: You can withdraw your consent at any time. Just email [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au) and tell us you don't want the lawyer to act on your behalf anymore.

### **Limitations for legal expense claims**

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

- expenses exceeding \$500
- invoices and receipts that have not been itemised
- legal fees for services that are not related to making a financial assistance claim (e.g. domestic violence protection orders, lawsuits, family court matters, immigration matters, tenancy or other financial matters, other criminal matters).

# Claim loss of earnings – for victims of violence

We may be able to reimburse loss of earnings if you have been injured by violence that happened in Queensland and you had to take time off work.

- [Primary victim loss of earnings claims](#)
- [Parent secondary victim loss of earnings claims](#)
- [Witness secondary victim loss of earnings claims](#)
- [Approved reimbursements for loss of earnings](#)
- [Supporting documents for loss of earnings claims](#)
- [Declaring financial assistance as income](#)
- [Limitations for loss of earnings claims](#)
- [Work related violence](#)

## Primary victim loss of earnings claims

A primary victim is a person who was injured by an act of violence that was committed against them.

As a primary victim you can claim loss of earnings if you:

1. were working when the violence was committed or had a formal contract to start working
2. had to take time off work within 2 years from the date of the violence
3. took this time off because of the violence – to recover from injuries or to attend medical, police or court appointments
4. couldn't earn anything or earned less than you were before the violence.

## Parent secondary victim loss of earnings claims

A parent secondary victim is a person who was injured by learning that violence was committed against their child (under 18).

As a parent secondary victim, you can claim loss of earnings if:

1. because of your circumstances or the nature of the act, the violence has had an unusual, special or out of the ordinary effect on you.
2. you were working when you learned about the violence against your child or you had a formal contract to start working
3. you had to take time off work within 2 years from learning about the violence against your child

4. your circumstances meant you couldn't earn anything or earned less than you were before the violence (e.g. you need to take time off to attend court or medical appointments).

### Witness secondary victim loss of earnings claims

A witness secondary victim is a person psychologically injured by seeing or hearing violence being committed against someone else.

As a witness secondary victim, you can claim loss of earnings if:

1. you witnessed fatal violence (a homicide or dangerous driving causing death)
2. because of your circumstances or the nature of the act, the violence has had an unusual, special or out of the ordinary effect on you
3. you were working at the time you witnessed the violence
4. had to take time off work within 2 years of witnessing the violence
5. your circumstances meant you couldn't earn anything or earned less than you were before the violence (e.g. you need to take time off to attend court or medical appointments).

### Approved reimbursements for loss of earnings

You can claim up to \$20,000 lost earnings. We can only reimburse actual losses of personal taxable income. We cannot reimburse business income.

### Supporting documents for loss of earnings claims

To claim loss of earnings, you must:

- apply for financial assistance using a financial assistance application form
- complete the loss of earnings section of the form
- [provide identity documents](#).

You must also provide:

- documents about your income immediately **before** the act of violence (4 payslips, tax statements or a letter from your tax accountant)
- documents showing why you couldn't work and how long you were unable to work ([a medical certificate](#), a letter from your doctor, proof you were attending an appointment)
- documents from your employer stating how long you were off work and if you had any leave entitlements (a pay summary that shows your leave, a letter from your employer, payslips for time off work)



- information about any other income or financial assistance you received while not working or working less (Centrelink statements, income protection insurance, other payslips, tax statements).

If you took time off to attend a medical, police or court appointment, you need to provide:

- proof that you attended the appointment (a letter or other document from the medical centre, police or court).

### *Self-employed people*

If you were self-employed, you need to provide:

- evidence showing why you couldn't work and how long you couldn't work for (e.g. [a medical certificate](#), letter from your doctor, proof you were attending an appointment)
- a letter from your tax accountant and copies of any supporting documents that show how much **personal taxable income** you lost and how that was calculated. We cannot reimburse business income.

### Limitations for loss of earnings claims

We cannot reimburse:

- loss of earnings incurred after more than 2 years
- loss of earnings greater than \$20,000
- loss of earnings not caused by the violence
- loss of business profits
- loss of superannuation contributions
- **paid** sick leave or **paid** domestic and family violence leave
- loss of earnings that were also claimed (or could be claimed) through income protection insurance, total and permanent disability insurance, workers compensation or Centrelink
- loss of opportunities for income you might have earned in the future (unless you had a formal contract to start work).

### Work related violence

You can apply for some financial assistance from Victim Assist Queensland if injured by an act of violence at work, on the way to or from work, or while on a work break.

See the [Work-related violence](#) for more details.

### Other support

Cost of living support – see <https://www.qld.gov.au/community/cost-of-living-support>

Losing your job or income – see <https://www.qld.gov.au/community/losing-your-job-income>

National debt helpline – call 1800 007 007

# Claim legal expenses for making an application

Our applications are designed to be completed by the applicant, but some people like to ask a lawyer for help. You can claim certain legal expenses you have incurred for assisting you with your application.

- [Approved application types](#)
- [Approved providers](#)
- [Claimable legal expenses](#)
- [Supporting documents for claiming legal expenses](#)
- [Limitations for claiming legal expenses](#)

## Approved application types

Primary, related parent secondary victims and people who witnesses a homicide may claim specific legal expenses outlined below.

## Approved providers

It's up to you which lawyer you go to. 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. If you choose to use a private law firm, they may charge a fee.

Community Legal Centres Queensland may be able to help you for no or low cost. Many of their lawyers have undergone specific training about helping victims of violence. They have member centres across Queensland. They can be contacted by email, [admin@communitylegalqld.org.au](mailto:admin@communitylegalqld.org.au) or phone, 07 3392 0092.

## Claimable legal expenses

It is important to know that **you can only claim** fees incurred for:

- getting advice from a legal practitioner about applying for financial assistance
- completing an application form (which includes providing supporting evidence)
- legal representation for your application (asking a lawyer to make a submission on your behalf).

We cannot pay fees for any other legal services. This includes other services that may be related to the act of violence.

You should **always ask the legal firm** to clearly explain to you:

- what work they will do
- what fees they will charge, and
- if they plan to keep all or part of any financial assistance you are awarded.

### *Approved costs*

We can pay **up to** \$500 for legal fees. The amount paid will depend on the level of help given.

See Guideline 9 – Granting financial assistance for legal expenses for more information about:

- what costs can be considered
- what information must be included on the invoice.

### **Supporting documents for claiming legal expenses**

To claim legal expenses, you need to

- [report the violence](#)
- [provide information about your injuries](#) (primary victim, parent and witness claims only)
- attach receipts, invoices or treatment plan for each expense you are claiming (including the itemised invoice from the lawyer)
- [provide identity documents](#).

### *Legal representation*

If you are asking the lawyer to act on your behalf, please provide:

- the contact details for the lawyer
- a copy of your consent to have the lawyer act on your behalf.

Please note: You can withdraw your consent at any time. Just email [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au) and tell us you don't want the lawyer to act on your behalf anymore.

### **Limitations for claiming legal expenses**

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

- expenses exceeding \$500
- invoices and receipts that have not been itemised
- legal fees for services that are not related to making a financial assistance claim (e.g. domestic violence protection orders, lawsuits, family court matters, immigration matters, tenancy or other financial matters, other criminal matters).

# Work-related violence

You can apply for some financial assistance from Victim Assist Queensland if injured by an act of violence at work, on the way to or from work, or while on a work break.

- [Requirements for claiming financial assistance after a work assault](#)
- [Work-related injuries we consider](#)
- [Financial assistance for work assaults](#)
- [How to claim financial assistance after a work assault](#)
- [Timeframe for assessing work related claims](#)
- [Information for police officers](#)

## Requirements for claiming financial assistance after a work assault

You can only apply for financial assistance if you were directly injured by violence that was committed in Queensland.

Make sure you follow all these steps:

1. Get medical attention for your injuries and ask your doctor to provide a [work capacity certificate](#) or another relevant medical certificate.
2. Report the incident to your workplace.
3. Report the violence to police.
4. Make a claim through your workers' compensation provider (which could be [WorkCover Queensland](#) or another provider) and await the result.
5. After your workers' compensation claim has been assessed and finalised, you can apply for some financial assistance from us.

## Exceptions

Some exceptions may apply for the following victims:

- self-employed, a sole trader, or a business owner who are not self-insured
- witnesses who were psychologically injured by seeing or hearing work-related violence
- close family members of people who have died in a work-related homicide.

These victims should email [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au) for advice before applying.

### *'Report only' notifications*

Making a 'report only' notification to your compensation provider about what happened is not the same as applying for workers' compensation.

You need to make an actual workers' compensation claim and receive a decision on your application before you can apply for financial assistance from us.

### **Work-related injuries we consider**

You can only make a claim if you were directly injured by the violence.

We can consider physical and psychological injuries. In some circumstances, we can also consider other adverse impacts.

Your claim cannot be based solely on:

- pre-existing injuries (unless directly aggravated by the violence)
- general aches and pains
- general stress and trauma
- exposure to bodily fluids like blood, urine or saliva (unless it has directly caused a disease).

Learn more about [providing information about your injuries](#).

### **Financial assistance for work assaults**

We will only be able to pay financial assistance for some things, which are not usually covered by workers' compensation.

This may include a special assistance payment of up to \$10,000. You may also be able to claim damage to clothing.

You **must** tell us about any other claims you make about the incident, including what the workers' compensation provider agreed to pay for and how much they paid. Accepting a lump sum offer from your workers' compensation provider, may reduce the amount of financial assistance we can give you.

### **How to claim financial assistance after a work assault**

After your workers' compensation claim has been finalised, you can apply for financial assistance from us. You need to:

1. [report the violence](#)
2. complete the approved application form

3. [provide information about your injuries](#) (this could be a copy of the information you provided to your workers' compensation provider)
4. attach receipts, invoices or treatment plan for each expense you are claiming
5. [provide identity documents](#).

### Timeframe for assessing work related claims

All applications for work-related violence are assessed in the order we receive them

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

We need to:

- get information from Queensland Police Service (QPS) to verify the details of the act of violence
- contact your workers' compensation provider to verify the details of your claim
- cross-check information against court records, where necessary
- get information about your injuries, if not already provided.

The time required to do this varies case-by-case. You can [check the progress of your claim](#) online.

### Information for police officers

If you are a victim of a criminal offence committed against you while working as a QPS officer (including during meal breaks or while travelling to or from work), you may be entitled to assistance from us.

You must follow the steps outlined above.

**Do not** include copies of any police documents. We will access these through official channels.

It is unlawful for you to supply police documents directly to Victim Assist Queensland.

## Claim recovery expenses as a parent secondary victim

A parent can claim financial assistance if they have been injured by learning that violence was committed against their child (under 18) in Queensland.

- [Who can make a parent secondary victim claim](#)
- [Types of expenses parents can claim](#)
- [Supporting documents for parent secondary victim claims](#)

## Who can make a parent secondary victim claim

A parent can claim financial assistance for their (the parent's) recovery expenses if the parent was psychologically injured because an act of violence was committed against their child (under 18).

We define parent as, the child's:

- birth parent
- adopted parent
- step-parent
- approved carer (other than a temporary carer).

A parent may also be:

- a person who is the parent under Aboriginal or Torres Strait Islander custom
- a person in whose favour a parenting order is in force under the *Family Law Act 1975* (Cwlth)
- a person who otherwise has the right and responsibility to make decisions about the child's daily care.

A parent does not include:

- a person standing in the place of a parent of a child on a temporary basis, or a person granted a temporary order in relation to a child
- the chief executive (child protection).

## Types of expenses parents can claim

You can ask us to pay for:

- medical and counselling expenses
- travel to medical and counselling appointments
- report expenses for medical or counselling reports

You can claim a range of special expenses if – because of your circumstances or the nature of the crime – the violence has had an unusual, special or out of the ordinary effect on you. We call these 'exceptional circumstance' expenses. This may include:

- other exceptional circumstance expenses
- loss of earnings.

## Supporting documents for parent secondary victim claims

To claim financial assistance, you need to provide:

- [report the violence](#)
- complete the parent secondary application form
- [provide information about \*\*your\*\* injuries](#)
- attach receipts, invoices or a treatment plan for each expense you are claiming
- [provide identity documents](#).

\*If you are parenting under Aboriginal or Torres Strait Islander custom and you don't have official parenting documents, you can attach a letter from an Elder confirming you are the parent.

### *Claim your child's expenses*

Don't forget to make a primary victim application for your child and include their (the child's) recovery expenses on their application form.

If your child's claim is approved, we will pay for their recovery expenses. We will also set aside a special recognition payment (sometimes called special assistance). The special assistance money will be held by The Public Trustee of Queensland. They will give it to your child when they turn 18.

## Claim recovery expenses after witnessing violence

A witness can claim financial assistance if they have been psychologically injured by seeing or hearing violence being committed against another person in Queensland.

- [Who can make a witness claim](#)
- [Types of expenses witnesses can claim](#)
- [Supporting documents for witness claims](#)

### Who can make a witness claim

We define a 'witness' as a person who saw or heard an act of violence (including domestic violence) being committed against someone else. A witness can claim financial assistance **if they were injured** by what they saw or heard.

Unfortunately, we can't pay financial assistance to witnesses who didn't see or hear the violence being committed (e.g. the violence happened before you arrived at the scene).

### *Witnessing domestic violence*

A bystander who witnesses domestic violence may **apply as a witness**. This may include people who:

- overhear threats of physical abuse



- overhear repeated derogatory taunts, including racial taunts
- see or hear an assault.

### *Primary victims of domestic violence*

A person that is the main victim of domestic violence can apply for financial assistance as a primary victim.

Children and other family members, who are **living** in a home where domestic violence happens, can also [apply for financial assistance as a primary victim](#) if – the violence was directed at you, your parent, your caregiver or other family members who live with you.

You might have:

- been physically abused by the offender
- been threatened or coerced by the offender
- been emotionally, psychologically or economically abused by the offender
- had your property deliberately damaged by the offender
- been otherwise restrained, controlled or dominated by the offender in a frightening way, including:
  - having to hide from the offender because you were frightened
  - fearing for the safety of another person or an animal that the offender was threatening
- comforted or provided assistance to a person who has been physically abused
- observed bruising or other injuries of a person who has been physically abused
- cleaned up a site after property has been damaged
- been present at a domestic violence incident that is attended by police officers
- experienced financial stress arising from economic abuse.

### **Types of expenses witnesses can claim**

The type of expenses that can be claimed will depend on the seriousness of the violence.

All witnesses can ask us to pay for:

- medical and counselling expenses
- travel to medical and counselling appointments
- report expenses for medical or counselling reports.

If you witnessed fatal violence, you may be able to claim other expenses. This may include:

- other exceptional circumstance expenses
- loss of earnings.

### Supporting documents for witness claims

To claim financial assistance, you need to:

- [report the violence](#)
- complete the witness secondary application form
- [provide information about \*\*your\*\* injuries](#)
- attach receipts, invoices, or formal quotes for each expense you are claiming
- [provide identity documents](#).

## Claim urgent expenses – any applicant

The information on this page is about claiming financial assistance for victims through Victim Assist Queensland.

- [Help for victims](#)
- [Claimable urgent and immediate expenses](#)
  - [Recent and urgent](#)
  - [Relevant](#)
  - [Supporting evidence](#)
- [Supporting documents for urgent assessments](#)
- [Timeframe for urgent assessments](#)
- [Limitations for claiming expenses](#)

### Help for victims

Victims of violence can apply for financial assistance for recovery expenses. Each claim needs to be assessed and approved by a government assessor. The time needed to assess a claim varies case to case.

Our standard process is to queue applications in the order they arrive. But you can ask for an urgent and immediate expenses to be assessed sooner.

### Claimable urgent and immediate expenses

You can ask for an urgent assessment of an expense, but it must be **recent**, **urgent**, **relevant** and **evidenced**. Any expenses that do not meet this criterion will be queued for general assessment.

### *(1) Recent and urgent*

You must claim the expenses within 6 months of the violence ending or tell us the reason for the delay and why the expense is now urgent.

You must tell us why the expense needs urgent assessment.

### *(2) Relevant*

You can claim recovery expenses (the costs of goods and services you need to help you recover). You can claim:

- medical, counselling and travel expenses
- reimbursement of loss of earnings
- other recovery expenses (e.g. crime scene cleaning, emergency accommodation, relocation, security).

### *(3) Supporting evidence*

**Past expenses** – if you are asking us to reimburse you for an expense that has already been paid for, you **MUST** include the receipt.

**Future expenses** – if you are asking us to pay for urgent expenses needed to establish your safety that haven't been paid for yet, you must tell us what expense you are claiming (see the claim other recovery expenses page for further information). If you have a quote or invoice.

If you are asking us to pay for any other relevant expenses that haven't been paid for yet, you should follow the 'how to apply' rules on the expense instructions listed above.

**If you don't include the information we need, we will not be able to make an urgent assessment. We will have to queue the application for general assessment.**

## **Supporting documents for urgent assessments**

You must:

- [report the violence](#)
- complete the relevant application form
- [provide information about your injuries](#)
- attach supporting evidence for each expense you are claiming
- [provide identity documents](#).

If you do not have enough room on the form, you can attach a letter about your urgent expenses.

## Timeframe for urgent assessments

If you have an urgent expense, and meet the conditions above, we will prioritise the assessment of the expenses.

If we determine your expense does not meet the conditions above, we will let you know. We will queue the application for general assessment within normal timeframes.

## Limitations for claiming expenses

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

- everyday expenses (general living expenses, housing costs, food or utility bills)
- pet expenses (other than necessary relocation)
- stolen property or property damage (other than crime scene cleaning)
- personal debt, pre-existing financial commitments or financial loss.

# Prove your identity when you apply

## You **MUST** provide identity document(s) when you apply for financial assistance

1. Choose ONE of the below lists only (either List A OR List B).
2. Provide a clear and readable photocopy, scanned copy or photograph of the document(s)
3. If applying for a person with impaired capacity or for a child (under 18), follow the instructions on page 2.
4. Please do not provide more documents than required.

<b>List (A) – Provide ONE of these</b>	<ul style="list-style-type: none"><li>• Australian Birth Certificate (full)</li><li>• Australian Citizenship Certificate or Naturalisation Certificate</li><li>• Australian Drivers License with Photo ID (current or expired less than 2 years)<ul style="list-style-type: none"><li>» a copy of the front AND back of the license</li></ul></li><li>• Australian firearms license<ul style="list-style-type: none"><li>» a copy of the original (first) license and the current license</li></ul></li><li>• Australian or Foreign Passport (current or expired less than 2 years)<ul style="list-style-type: none"><li>» a copy of the page with your photo on it</li></ul></li><li>• Commonwealth or state public service ID card with photo and signature (current, not expired)</li><li>• Queensland Photo Identification Card (formerly called Proof of Age Card)</li><li>• Record of immigration status (certificate of evidence of resident status)</li><li>• Travel documents and current Australian Visa</li></ul>
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**OR**

**List (B) – Provide TWO of these**

- Australian Exam Report (persons under 16 years of age only)
- Australian Record of Achievement (persons under 16 years of age only)
- Australian Secondary School Exam Certificate (persons under 16 years of age only)
- Australian Medicare card
- A marriage certificate issued by a Registry of Births, Deaths and Marriages
- Bank Account card (EFTPOS card) or Credit Card with signature and embossed name or bank passbook, or bank statement
- Centrelink or Department of Veterans Affairs Card
- Change of Name Certificate
- Council rates notices
- Letter from employer (current or within last 2 years)
  - » a reference, payslip, leave advice or a letter that has your name on it
- Security guard/crowd control license (Australian Issued)
- Tertiary ID card (less than one year old and issued by an Australian university only).

**If the application is for a child (under 18)**

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:
  - » 1 list (A) document **OR** 2 list (B) documents **for the parent, guardian or pre-approved adult** (not the child).

If a child is over 12, living independently and being assisted by a lawyer, they must:

- attach clear and readable photocopies, scanned copies or photographs of:
  - » 1 list (A) document **OR** 2 list (B) documents **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**
  - » 1 list (A) document **OR** 2 list (B) documents for the child.

**If the application is for a person who has impaired capacity**

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:
  - » 1 list (A) document **OR** 2 list (B) documents for the guardian, administrator, attorney or pre-approved adult, **AND**

- » a document confirming they are a legally appointed guardian, administrator, attorney (if applicable), **AND**
- » 1 list (A) document **OR** 2 list (B) documents for the victim.

**If you do not have any ID – please contact Victim Assist for advice**

Email [victimAssist@justice.qld.gov.au](mailto:victimAssist@justice.qld.gov.au) or call 1300 546 587 during normal business hours.

## 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 for financial assistance](#)
- [When to apply](#)
- [What can you claim](#)
- [Preparing to make a claim](#)
- [Relevant payments](#)
- [Is someone helping you with your application](#)
- [Other information you may need to provide](#)
- [How to claim](#)
- [Application assistance](#)
- [Applications for adults with impaired capacity or people under 18 years old](#)

- [Timeframe](#)
- [Need more information](#)

## Who can apply for financial assistance

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 documents
- email or post your completed forms and supporting information.

### *Email*

[VictimAssist@justice.qld.gov.au](mailto: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.

### Need more information

Information about what expenses can be claimed is available online at [www.qld.gov.au/victimscopy](http://www.qld.gov.au/victimscopy). If you don't have internet, call 1300 546 587 during business hours and request this 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:
  - [1 list \(A\) document or 2 list \(B\) documents](#) 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
  - [1 list \(A\) document or 2 list \(B\) documents](#) 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](mailto: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:
  - [1 list \(A\) document or 2 list \(B\) documents](#) **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:
  - [1 list \(A\) document or 2 list \(B\) documents](#) **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
  - [1 list \(A\) document or 2 list \(B\) documents](#) **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'.

## Victim Assist forms

All Victim Assist financial assistance application forms are available at:

<https://www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime>

If you don't have internet, call 1300 546 587 during business hours and request this information via post.