



Victims Assistance Unit

Guideline 4

Granting Financial Assistance for Travel Expenses

This guideline is issued pursuant to section 131 of the *Victims of Crime Assistance Act 2009* (the Act) for Government assessors on the exercise of their powers in assessing claims for financial assistance. Nothing in this guideline supersedes or overrides the requirements of the legislation.

Determining Reasonable Travel Costs

1. Victim Assist Queensland will grant assistance to cover an applicant's reasonable travel costs where travel is required to access treatment and services necessary to recover from their injuries and where those travel costs are not funded through other sources such as the Patient Transit Scheme.
2. An assessor should refer to the Victim Assist Queensland Table of Costs when determining financial assistance for travel expenses.
3. Travel expenses may be assessed under the "incidental travel" or "exceptional circumstances" expense components under the Act.
4. An assessor must comply with the definition of "incidental travel" in Schedule 3 of the Act for obtaining counselling services or medical treatment.
5. An assessor is only able to grant financial assistance for reasonable travel expenses other than for counselling or medical treatments if exceptional circumstances exist for the applicant and the travel is required to significantly help the applicant to recover from the act of violence (see the "exceptional circumstances" category of assistance in sections 39, 42, 45 and 49 of the Act). An assessor may consider the applicant's special needs in determining financial assistance for other types of travel expenses as part of a grant of assistance.
6. An assessor will consider the transport options that are appropriate and accessible to the applicant in the context of the applicant's exceptional

circumstances, when making a grant of assistance for reasonable travel expenses.

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