

# 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

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.

## How to claim

To claim financial assistance, 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 copies of your identity document(s)
- Send your application and other documents to:
  - VictimAssist@justice.qld.gov.au
  - Victim Assist Queensland, GPO Box 149, Brisbane, Qld 4001

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

## Payment process

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

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.

## Timeframe

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

## Other factsheets you may need

You should also read the following instructions:

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

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

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

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