

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

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 pay the cost of up to 3 months emergency accommodation (\$200/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) and up to 6 months storage
- travel costs (e.g. at the Australian Taxation Office cents-per-kilometre rate cents-per-kilometre rate if driving, airfares, pet transport).

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 or business security, it is your responsibility to ensure you have approval to do so from the property owner.

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 to replace certain household items. We may be able to pay for new home necessities for you and your children/dependants who live with you, **up to** the values below.

If you were a **victim of a sexual offence** in your home, we may be able to pay to replace furniture and linen where the act of violence happened, **up to** the values below.

If you were a **victim of a violent offence in your home**, we may be able to replace soft furnishings that were damaged by body fluids or other hazardous liquids and cannot be safely cleaned, **up to** the values below.

Item	Maximum amount
<i>Values below are maximum amounts per household, unless otherwise stated. Delivery costs can also be considered for any of the below items.</i>	
Fridge	\$1,000
Washing machine	\$1,000 (1 person); \$1,300 (family)
Television	\$1,000
Vacuum cleaner	\$250
Toaster and kettle	\$250
Microwave	\$250
Lounge suite or sofa	\$1,500
Bed and mattress (1 per person)	\$2,700 (queen); \$1,000 (single); \$1,650 (bunks); \$500 (cot)
Dining table and chairs	\$1,500
Desk and chair	\$400
Furniture to store clothing and belongings	\$350 (per adult); \$250 (per child)
Linen (bedding and towels)	\$400 (per adult); \$250 (per child)
Equipment for cooking and serving food (e.g. pots and pans; dinner sets, glassware, cutlery)	\$600

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** pay for:

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

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

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 document(s).

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 – If the cost hasn't been paid yet, please provide an invoice so we can pay the service provider directly. For medical or counselling expenses, we must deduct any Medicare and private health rebates first. It is important that the invoice is made out in 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:

- 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.

Timeframe

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

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

Other factsheets you may need

You should also read the following instructions:

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

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

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