

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

We may be able to pay for medical treatment for a physical or physiological 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 for:

- ambulance services
- medical treatment received in a hospital
- medical treatment by a 'health practitioner' (e.g. consultations, diagnostics, prescriptions)
- speech pathology.

We may also be able to pay to replace prescription glasses or hearing aids that you were wearing at the time of the violence if they were damaged or lost.

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 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.

How to claim

If you are claiming financial assistance for the first time, you need to:

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

If you are adding a new expense for an application, you have already submitted, please write to or email us information about the new expense using the above contact details.

Claiming ongoing medical treatment

The notice of decision (provided when we assessed your original application) outlined the medical expenses we agreed to pay for. If you need other treatment, your health practitioner will need to provide a [Comprehensive clinical report](#) telling us what treatment you need.

The notice of decision includes further instructions about how to claim medical expenses. We will assess the 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 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.

Payment process

If your claim is approved, we will send you a 'Notice of Decision'. This notice will list what we have agreed to pay for, who we will be paying and the conditions on the payment. Please don't tell someone that we will pay for something before you get the 'Notice of Decision'. The 'Notice of Decision' will say if we will pay the cost or not.

Common payment conditions

Paid expenses

We must reimburse the person that paid the cost. This may have been you or it may have been a family member, friend, or agency. If someone else paid the cost for you, we need to pay them back. Please provide their name, phone number or email and banking information.

Unpaid expenses

In some cases, the cost hasn't been paid yet. Please provide an invoice so we can pay the service provider directly. If it is a medical or counselling expense, we must deduct any Medicare and private health rebates first. It is important that the invoice is made out to your name. This is because you received the service or goods. The invoice should not be made out to Victim Assist.

Other conditions (if any) will be noted in your 'Notice of Decision'.

Limitations

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

- 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*.

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.
