

# Claim urgent expenses – any applicant

Call **Triple Zero (000)** if a crime or medical emergency is happening now.

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

## 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.

## 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 an invoice, you should provide it.

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 factsheet 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.**

## How to claim

To claim financial assistance, you need to:

- report the violence
- complete the approved application form – including the urgent expenses section
- provide information about your injuries
- attach supporting evidence for each expense you are claiming
- provide copies of your identity document(s)
- Send your application and other documents to:
  - [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au)
  - Victim Assist Queensland, GPO Box 149, Brisbane, Qld 4001.

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

## 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'.

## 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.

## Timeframe

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

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.

## Specialist support services

If you are in financial hardship, we recommend you contact the:

- [National Debt Helpline](https://www.ndh.gov.au/) 1800 007 007
- [Financial Information Service](https://www.fis.gov.au/) on 132 300

Victims of domestic and family violence may have other options available to them. We encourage you to speak to your local domestic violence support service.

## 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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