

# Claim exceptional circumstance expenses after a homicide

## Conditions for claiming other recovery expenses after a homicide

You can claim a range of special expense 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 you need
- why you need it
- how much it will cost.

We can consider things that:

- are needed because of the violence
- will significantly help you recover
- are reasonably priced.

## Types of expenses

### Additional costs

We may be able to pay for some additional costs associated with funerals and memorials. We may be able to pay for:

- the cost of repatriating the deceased person for funeral, cremation or burial purposes
- the purchase of an urn, wall memorial, plaque and tombstone.

### 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.

Values are maximum amounts per household, unless otherwise stated. Delivery costs can also be considered for any of these items.

Item	Maximum amount
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.

### Travel expenses

We may be able to pay for reasonable travel costs if you need to travel to:

- help with the police investigation (to give a statement)
- attend court on trial days.

Approved travel costs – if you travelled in a private car:

- we will pay costs per kilometre travelled and pay for parking if required
- we will pay the Australian Taxation Office cents-per-kilometre rate (you don't need to provide fuel receipts)
- we **cannot** pay toll charges.

Approved travel costs – if you travelled another way (e.g. public transport, taxi, ride share, plane):

- we will reimburse the cost of the ticket, fare or fee
- you need to provide the receipt, public transport statement (GoCard history) or flight itinerary.

Approved accommodation for court related travel – if it's unreasonable for you to travel on each trial day:

- we may be able to pay for accommodation close to the court
- we may be able to pay for accommodation one day either side of the trial if you.

Regardless of whether you are traveling for police or court reasons, we may be able to pay for a support person to travel with you if needed.

*Travel to attend medical or counselling appointments* may be covered under that expense category.

### 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.

### Supporting documents for claiming other recovery expenses after a homicide

To claim financial assistance, you need to:

- complete the *Related victim application form*, including the exceptional circumstance expenses section (including why you need to claim the expense and how it will significantly help you to recover)
- attach a close family member document
- attach receipts or invoices for each expense you are claiming
- provide identity document(s).

Please note, you must tell us if you have received or may receive any money from another person, agency, organisation, insurer or fund because of the homicide (including community donations). You can do this by completing the relevant payments section of the *Related victim application form*.

### Limitations for claiming other recovery expenses after a homicide

We are unable to help with:

- funeral expenses above \$8,000
- expenses related to holding a wake; administering the deceased person's estate; the purchase and/or installation of memorial ornaments
- 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 in the *Victim Assist table of costs* or covered by a *Director-General guideline*.

### 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.

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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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