

## Financial Assistance Application Form: Witness secondary victim

*Victims of Crime Assistance Act 2009* (sections 51 and 52)

Form 9, Version 4 | Effective 14 September 2023

### About this witness secondary victim application form

We acknowledge this form is very long. This is because we included clear instructions along the way. Most of the questions are check box style. Depending on your circumstances, you may be able to skip a lot of questions. The form tells you if something is optional.

If you (or your parent or guardian) can't fill in and/or sign this form yourself, or you can't provide a document we've asked for, call Victim Assist Queensland for advice, **1300 546 587** (9:00am-4:30pm, Monday – Friday, excluding public holidays).

### Who can use this form?

**Some witnesses** of violence can use this form to apply for financial assistance. We call these people **witness secondary victims**.

A **witness secondary victim** is a person who saw or heard an **act of violence** being committed against someone else in Queensland. A witness can claim financial assistance **if they were injured** by what they saw or heard.

An **act of violence** is a crime where somebody injures or kills someone else. They include but are not limited to – physical assault, sexual offences, domestic and family violence and/or child abuse

If you were injured while witnessing an act of violence, you can use this form to apply for financial assistance to pay your recovery expenses.

**Special information for people who witness domestic violence** (check if you are using the right form).

A **bystander** who witnesses domestic violence may apply as a witness. A bystander includes people who saw or heard an assault, threats of physical abuse, or psychological abuse.

**Children and other family members**, who are living in a home where domestic violence happened, are primary victims. They should complete the [primary victim application form](#).

### You need to provide

- Information about:
  - » the crime – see Crime details (**section 2**)
  - » your injuries – see Were you injured (**Q3**), About claiming medical expenses (**Q16**), About claiming loss of earnings (**Q20**) and Providing information about your injuries (at the end of this form)
- A copy of your identity document(s) – see Prove your identity (at the end of this form)
- Your banking details (**Q11**)
- If you're claiming expenses, you may need receipts, invoices or approximate costs – **see section 4**.

### You may need to photocopy

- your identity document(s) – see **Prove your identity** section, at the end of this form)
- receipts and other documents about your expenses
- documents about your injuries (e.g. a medical certificate, health practitioner letter, or other medical report/record from a health professional who knows about your injuries)

### Are you filling in this form for someone else?

If you're completing this application on behalf of [a child who is under 18](#) or [a parent who has impaired capacity](#)

- » you need to include your details in (**Q10**) and (**Q23b**) and you need to sign the form.
- » you need to include a photocopy of a document confirming you're the victim's parent or guardian, enduring power of attorney or administrator (e.g. child's birth certificate, family Medicare card, court order).

If you're a lawyer who is acting on behalf of the witness

- » you need to include your details in (**Q13**)
- » you will need to provide a photocopy of a document confirming your authority to act on behalf of the victim
- » your client (the primary victim or their parent/guardian) will need to sign this form and provide a photocopy of their identity document.

## Financial Assistance Application Form: Witness secondary victim

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We acknowledge that it may be hard for you to apply for financial assistance because you will need to tell us about what has happened to you. You may want to fill in this form privately or you may want to ask a friend or support worker for support. If needed, you can also call **VictimConnect** on **1300 318 940** for free, confidential support.

### Section 1: Working out if you should make an application

This application form asks for a lot of personal information. We want to reassure you that we **only** use this information to assess if we can give you financial assistance or not. It won't be disclosed or used for any other purpose unless we are authorised or required under a law to use it for another reason or disclose it to another entity.

The Privacy Notice (section 5) explains how we protect your personal information and lists the specific agencies we may share it with. **We will only give these agencies relevant information.** We don't give them the whole form.

» For example, if we need to check the details of a police report, we may give police relevant information provided in the Crime details section.

In most cases, we can provide financial assistance to victims **and witnesses** of acts of violence committed in Queensland. This includes (but isn't limited to):

- » physical assault
- » sexual offences
- » domestic and family violence
- » child abuse
- » other crimes where a person injured a person.

We **can't** provide financial assistance to victims and witnesses whose injuries caused by:

- » traffic accidents, other accidents or self-harm
- » other crimes (such as stealing, vandalism, fraud, identity theft or other property crimes).

#### Q1 Did you witness an act(s) of violence?

**Yes – go to Q2**

**No – stop here**

You don't need to complete this form. We can't give financial assistance to victims of other crimes, accidents or self-harm. If you're experiencing financial issues, we recommend you call the **National Debt Helpline** on **1800 007 007**.

#### Q2 Was all or some of the violence committed in Queensland?

**Yes – go to Q3**

**No – stop here**

You don't need to complete this form. We can't give you financial assistance for violence committed in other places.


#### Q3 Were you injured because you saw or heard the violence being committed?

Tick **yes**, if witnessing the violence caused you a **physical** or **psychological** injury. **If you witnessed sexual violence or domestic violence**, your injury could also include adverse impacts (e.g. increased fear, a sense of violation, reduced self-worth, and other negative impacts).

**Yes – go to Q4**

**No – stop here**

You don't need to complete this form. We can't give you financial assistance if the violence didn't cause an injury to you.

 **Attach supporting documents (if you have any).** You can include photocopies of a medical certificate, special primary victim report form, health practitioner letter, or other medical report/record from a health professional who knows about your injuries. We use this information to confirm your injuries.

## Q4 Did you witness the violence while you were at work, on the way to or from work or on a work break?

**Yes – stop here** (see note below)

**No – Go to Q5**



If you witnessed **fatal** violence – you **must** apply for workers compensation for your injuries and have your claim **assessed and finalised** before you submit this application. If you have already done this, **Go to Q4a**

If you witnessed non-fatal violence – **stop here.**

We can't give you financial assistance. You may be able to claim your expenses through workers compensation. If you need advice or assistance to do this, please contact **WorkCover Queensland** on **1300 362 128**.

### Q4a Has your workers' compensation claim been assessed and finalised?

**Yes – provide details below**

**No – stop here**

If yes, what is your claim reference number?

You don't need to complete this form. We can't give you financial assistance if the acts of violence didn't cause an injury.

If yes, when was your claim finalised?

**Go to Q5**

## Q5 Did you witness a motor vehicle crash?

**Yes – stop here** (see note below)

**No – Go to Q6**



If you have been injured by witnessing a motor vehicle crash that wasn't your fault (or you were only partly responsible) you may be able to submit a compensation claim with the Compulsory Third Party (CTP) insurer of the vehicle that caused the crash. Contact the Motor Accident Insurance Commission on **1800 287 753** for more information.

You **need** to apply for CTP insurance for your injuries and have your claim **assessed and finalised**. It's best to do this before you submit this application. If you have already done this, Go to **Q5a**

### Q5a Has the CTP claim been assessed and finalised?

**Yes – provide details below**

**No – (see note below)**

If yes, what is your claim reference number?



You can continue completing this form but we may need to defer assessing it until after the CTP claim is finalised.

If yes, when was your claim finalised?

**Go to Q6**

## Section 2: Crime details

### Q6 Name and dates

Full name of victim (if known)

The victim's date of birth (if known)

**Go to Q6a**

### Q6a What happened

**Briefly tell us in your own words what you witnessed and how it has affected you.** You may have witnessed different types of offences. Feel free to tell us as much or as little as you want. (e.g. I witnessed my neighbour assaulting his partner and this has caused me a lot of fear and anxiety).

**Go to Q6b**

### Q6b Key dates

If the violence **happened once**

- » When did it happen?
- » If the violence happened **more** than 3 years ago – **Go to Q6c**
- » If the violence happened **less** than 3 years ago – **Go to Q6d**

If the violence **happened more than once**, you may not be able to remember exact dates. It's okay to tell us approximate dates below.

- » When did it start?
- » When did it end?
- » If the violence ended **more** than 3 years ago – **Go to Q6c**
- » If the violence ended **less** than 3 years ago – **Go to Q6d**

## Q6c Extension of time (if required)

Our rules say you need to apply for assistance within 3 years of the violence ending but you can ask for an extension of time if needed. We just need to know the reason for the delay. Please tell us why you couldn't apply sooner.

**Go to Q6d**

## Q6d Who committed the crime (optional)?

We understand that some witnesses can't tell us the offender's details. It's okay to skip this section or leave some parts blank. We only use this information to search for police or court records.

Offenders name

Date of birth

Offenders name

Date of birth

**Go to Q7**

## Q7 Reporting requirements

Acts of violence **should be reported** before you apply, but limited exceptions may be considered.

You can report violence at any time. It doesn't matter if it happened a long time ago. You can still report it now.

Violence is usually reported to police, but **special primary victims** have extra reporting options.

**A special primary victim** includes:

- » a victim who:
  1. was a child when the violence happened;
  2. has impaired capacity,
  3. is being threatened or intimidated by the offender or someone else
- » a victim of:
  1. any sexual offences;
  2. offences committed by a person in a position of power, influence, or trust;
  3. domestic violence that happened after 1 July 2017.

If you witnessed violence being committed against a special primary victim, you can report the violence to police, your counsellor, doctor (incl. psychiatrist), domestic violence worker, or psychologist.

If you witnessed other types of violence, you must report it to police before you apply.

## Q7a Who did you report the violence to?

- police – **Go to Q7b**
- a doctor, counsellor, psychologist, or domestic violence service – **Go to Q7c**
- both police and a doctor, counsellor, psychologist, or domestic violence service – complete **Q7b** and **Q7c**
- none of the above – **Go to Q7d**

## Q7b Police report details

We will use this information to get copies of the report directly from police. You do not need to include copies of police information.

Date the report was made

Reference number (if known)

Police station (if known)

Investigating officer (if known)

If **only** reported to police – **Go to Q8**. Otherwise, **Go to Q7c**

## Q7c Special primary victim report details

Who did you talk to (name)?

What is their job (doctor, psychologist etc.)?

Who do they work for (agency, organisation etc.)?


Please provide their phone number or email address:

Phone number

Email address

When did you speak to them?

**Has this person completed the Special primary victim report form?**

-   **Yes** – please include a photocopy of this report then, **Go to Q8**
- No** – see note below then, **Go to Q8**



- » Ask them to download the **Special primary victim report** form (available online at [www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime](http://www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime)).
- » Once completed, they can send it to us. Full instructions are on the form.

## Q7d Only complete this question if you were not able to report the violence

Please tell us the reason you couldn't report the violence. For example:

- » you were a child when the violence happened
- » you have a disability that made it too hard for you to report what happened
- » you were too frightened (e.g. you were being threatened or intimidated by the offender or someone else).

**Go to Q8**

## Section 3: Applicant details

In most cases, the person making this application needs to be over 18. They will need to provide identity document(s) – see [Prove your identity](#) (at the end of this form) for a full list of approved identity documents.

The name you use in this form should match the name used on your ID – (e.g. if you call yourself Bill but the name on your ID is William, you need to write William on this form).


If you're a parent, guardian or other authorised person who is completing this application for someone else - you need to provide **your** ID documents.

If, **the witness has impaired capacity or is under 18**, their guardian/parent needs to complete this form. If, for any reason, you (or your guardian or parent) can't fill in and/or sign this form or provide any identity documents, call Victim Assist Queensland, 1300 546 587 (9:00am-4:30pm, Monday – Friday, excluding public holidays) and ask Victim Assist Queensland for permission to have someone else fill in the form for you.


### Q8 Your situation

Who is making this application?

- Yourself (the witness) – **complete Q9** and **skip Q10**. Include your name in **Q23a**
- A parent or guardian of a witness who is under 18 – **complete Q9 and Q10**. Include the witness' name **Q23a** and your name in **Q23b**

 » **Also**, attach a photocopy of a document confirming you're the child's parent or guardian (e.g. the child's birth certificate, family Medicare card, other parenting document or court order)

- A legal guardian or other person authorised to act on behalf of the victim – **complete Q9 and Q10**. Include the witness' name in **Q23a** and your name in **Q23b**

 » **Also**, attach a photocopy of a document confirming your authority to act on behalf of the victim

- Another adult who has Victim Assist Queensland's permission to complete the application for the victim
  - » **Also tell us the date we gave you permission below**, then – **complete Q9 and Q10**. Include the witness' name in **Q23a** and your name in **Q23b**
  - » Date

### Q9 The witness' details

The witness' full name (as it is written on the witnesses' ID)

Other names used

Date of birth

Gender you identify as (**optional**)

- female
- male
- non-binary
- prefer not to say

Cultural background – tick any that apply (**optional**)

- Aboriginal
- Torres Strait Islander
- Aboriginal and Torres Strait Islander
- other Australian
- another culture

Would you like to use an interpreter?

Specify language

**Go to Q9a**

## Q9a The witness' situation

Did any of the violence happen in the home you are still living in?  **Yes**  **No**

Are you currently homeless or living in emergency accommodation?  **Yes**  **No**

Do you have a disability or special need you would like us to know about?  **Yes**  **No**

**If yes**, tell us what you need (if anything) below so we can adjust to meet your needs. For example, it's helpful to know if you have trouble reading, hearing, seeing, remembering, or understanding English.

If you are completing this application for yourself – **Go to Q11**

## Q10 Your details (if you are not the witness mentioned in Q9)

This section is only for people who are authorised to act on behalf of the witness. Lawyers representing the witness and support workers, please add your details to **Q11**.

Your full name (as it is written on your ID)

Other names used

Date of birth

Your authority to act on behalf of the witness secondary victim

- Parent
- Legal guardian appointed by a court
- Financial administrator
- Enduring power of attorney
- Authorised by the Public Trustee of Queensland
- Authorised by the chief executive (child protection) under the *Child Protection Act 1999*
- Authorised by Victim Assist Queensland

Would you like to use an interpreter?  **Yes**  **No** Specify language

Do you have a disability or special need you would like us to know about?  **Yes**  **No**



**If yes**, tell us what you need (if anything) below so we can adjust to meet your needs. For example, it's helpful to know if you have trouble reading, hearing, seeing, remembering or understanding English.

**Go to Q11**

## Q11 Payment details

If the application is approved, we need to know how to pay the special assistance and pre-paid expenses. Future approved expense payments are generally paid directly to the service provider.

Your payment information is being collected in accordance with the *Victims of Crime Assistance Act 2009*, section 93. We won't disclose or use this information for any other purpose unless authorised or required under a law to use it for another reason or disclose it to another entity.

If this application is for a child, or a person who has a financial administrator, we must follow the rules set out in the *Victims of Crime Assistance Act 2009* section 94. These rules say the special assistance and loss of earnings (if relevant) will be held in trust by the Public Trustee of Queensland. Pre-paid expenses can be reimbursed to the person who paid the expenses. Provide this person's details below.

If your application is approved, how would you like to receive the money?

direct deposit to an Australian bank – you **must** provide details below then **Go to Q12**

Account name (name of account holder)

BSB number

Account number

**IMPORTANT!** If your **banking details change** after sending in this form, please tell us as soon as possible.

direct deposit to an overseas bank – see note below then, **Go to Q12**

» You **must** provide an email address in **Q12** (we will email you and request banking details)

cheque – see note below then, **Go to Q12**

» You **must** provide a postal address in **Q12** (we will post the cheque to this address)


**IMPORTANT!** If your **postal address changes** after sending in this form, please tell us as soon as possible.

## Q12 Contact details for the application

We need to be able to contact you (or the person specified in **Q10** if relevant) about this application.

Please provide, **safe ways to write to you** (email and post). We will send the Notice of Decision and other assessment letters (if relevant) to this email or postal address.

Provide your email address (if you have one)

 » Please note, if your email account is supported by an overseas cloud server, your personal information will be sent overseas to the cloud server supporting your email account.

**and**

Provide your postal address if you have one. If you are homeless, please provide the City/Suburb you are based in and an email address that you check regularly.

Street address – line 1

Street address – line 2

City/Suburb, State, Postcode

Country – please answer the question below

» We usually post letters in a Queensland Government envelope with a Department of Justice and Attorney-General return address. Would you prefer us to use a plain envelope?  **Yes**  **No**

It is also helpful to have, at least **1 safe way to telephone you**. We may need to call you if we need to clarify something quickly.

Your landline number (optional)

**or**

Your mobile number (optional)

Please answer the question below

We always call from a private number. Do you want us to SMS you before we call?  **Yes**  **No**

**IMPORTANT!** If your contact details change after sending in this form, please tell us as soon as possible – **go to Q13**

## Q13 Secondary contact person for this application? (optional)

You can provide another contact person if you want to. This person may be a person who is helping you make this application.

If you **change your mind** after sending in this form, and you don't want this person to be involved, please tell us as soon as possible.

Their full name

Type of organisation/agency/business

- |   |  |
|---|--|
| <input type="checkbox"/> Family               | <input type="checkbox"/> HRT               |
| <input type="checkbox"/> Lawyer               | <input type="checkbox"/> Government agency |
| <input type="checkbox"/> Victim support group | <input type="checkbox"/> Other             |

Organisation/agency/business name (if relevant)

**How should we contact them?** (You can choose more than 1 option)

Their email address

Their mobile number

Their other phone number

Their postal address

Street address – line 1

Street address – line 2

City/Suburb, State, Postcode

Country

**Go to Q13a**

### Q13a What involvement do you want this person to have in your application?

Do you want this person to be able to **ask** questions about your application?  **Yes**  **No**

Do you want this person to be able to **answer** questions about your application?  **Yes**  **No**

Do you want this person to **get copies** of the Notice of Decision and other assessment letters?  **Yes**  **No**

**Go to Q14**

## Section 4: Claim details

### Q14 About declaring other payments



#### Important notes about declaring other payments

You **must** declare any other money you have received, may receive or can apply for because of this violence.

- » This includes money from any other person, insurance company, government agency, community fund or other source because of the violence.

You can be fined if you don't declare a relevant payment. Maximum penalty—100 penalty units.

### Q14a Have you already received money from any other source because of the violence?

**Yes** – please answer the questions below then, **Go to Q14b**

**No** – **Go to Q14b**

Who have you received money from?

How much did you receive?

What was the money for?

### Q14b Have you been awarded money that you haven't received? (e.g. compensation that hasn't been paid yet)

**Yes** – please answer the questions below then, **Go to Q14c**

**No** – **Go to Q14c**

Who are you expecting money from?

How much do you expect to receive?

What was the money awarded for?

## Q14c Have you claimed money that hasn't been approved yet or are you planning to claim money from another source?

**Yes** – please answer the questions below then, **Go to Q15**

**No** – **Go to Q15**

Who have you claimed or who will you claim money from?

What are you claiming money for?

## Q15 About claiming recovery expenses



**Read these important notes** about claiming recovery expenses then, **go to** About claiming counselling expenses

You can only ask us to pay for or reimburse **certain** reasonable recovery expenses (listed below), **if they are directly caused by witnessing the violence** you included in **Q6a** (What happened).

**All** relevant witnesses can claim **medical** expenses and **counselling** expenses.

### If you witnessed fatal violence:


- » you may be able to claim **some legal** expenses, **and**
- » **in exceptional circumstances**, you may also be able to claim;
  - » some loss of earnings, and
  - » some other recovery expenses.
- » More details are included under each expense category below.

Regardless of the type of crime you have suffered or your personal circumstances, we **can't** pay for purchase, repairs or repainting of houses or vehicles. There are no exceptions.

Every expense must be assessed, and we can't guarantee payment until after the expense has been assessed and approved.

- » If the expense is approved, we will send you a Notice of Decision informing you of the amount we have agreed to pay. The grant may be subject to conditions. These will also be specified in the Notice of Decision.

Supporting documents (confirming the cost) are required for most expenses.

-  » If you have photocopies of receipts and other documents about your expenses, you should send them with this application. This may mean we can assess the expense sooner.

- » If you know what you want but don't have the supporting documents yet - you can still write the expense below. You can send your supporting documents later.


You don't have to include all your expenses now. You can add new expenses if they come up later. More details will be included in the Notice of Decision.

## About claiming counselling expenses

You can claim appointments with a insured and registered psychologist, social worker, clinical counsellor or psychotherapist. You can also claim counselling report expenses.

- » We can only pay **out of pocket expenses (the gap)** up to the amount specified in the Victim Assist Queensland Table of Costs (available online).
- » You can ask your counsellor to explain what their fees are and how much, if any, you will need to pay yourself. We call this amount **the gap**.

We will need **supporting documents**.

-  » Include photocopies of your treatment plan and any receipts or invoices you have or ask your counsellor to email them to [victimassist@justice.qld.gov.au](mailto:victimassist@justice.qld.gov.au)
- » If you're claiming appointments you haven't been to yet, you can ask your counsellor to send your invoice to us after each appointment.

**We are a scheme of last resort.** This means we **can't** pay for things that can be paid for by:

- » Other government schemes (e.g. Medicare, National Disability Insurance Scheme (NDIS)).
- » Government departments (e.g. Queensland Health, Child Safety, government funded victim support services) These are sometimes called free services because the government provides them.
- » An insurance scheme (e.g. workers compensation, health insurance, travel insurance).

### Q15a Do you want to claim counselling?

- Yes – Go to Q15b       No – Go to Q16

### Q15b What counselling do you want to claim?

Go to Q15c

### Q15c Can any of the counselling costs be claimed through Medicare, insurance or another government assistance scheme?

- Yes – provide details below then, **Go to Q15d**       No – **Go to Q15d**

If yes, tell us what you can claim (e.g. I have a Medicare mental health treatment plan for counselling)

## Q15d Did you, or will you, travel 20 km or more (one way) or 150km over 7 consecutive days to attend counselling appointment(s)?

Yes – provide details below then, **Go to Q16**       No – **Go to Q16**

If yes, tell us about your travel.

Where did you travel from (start address)?

Where did you travel to (appointment address)?

### If you travelled by car

How many kilometres you travelled (each way)? To: From:

Did you have to pay for parking? **If yes** – how much?

 **If you travelled another way** (include photocopies of receipts)

How did you travel (e.g. bus, train, taxi, rideshare, plane or a combination of these)?

How much was the total fare? To: From:

**Go to Q16**

## Q16 About claiming medical expenses


You can claim:

- » appointments with registered health practitioners
- » medical treatments, medical reports, diagnostic tests, medications, wound dressings and medical aids that your health practitioner **requires** or **prescribes**.
- » medical reports that your health practitioner or claim assessor require.

We can only pay **out of pocket expenses (the gap)** up to the amount specified in the Victim Assist Queensland Table of Costs (available online).

- » You can ask your health practitioner to explain what their fees are and how much, if any, you will need to pay yourself. We call this amount **the gap**.

We will need **supporting documents**.

-  » Include photocopies of your treatment plan and any receipts or invoices you have or ask your health practitioner to email them to [victimassist@justice.qld.gov.au](mailto:victimassist@justice.qld.gov.au)
- » If you're claiming appointments you haven't been to yet, you can ask your health practitioner to send your invoice to us after each appointment.

**We are a scheme of last resort.** This means we **can't** pay for things that can be paid for by:

- » Other government schemes (e.g. Medicare, National Disability Insurance Scheme (NDIS), National Injury Insurance Scheme, Queensland (NIISQ), Patient Travel Subsidy Scheme).
- » Government departments (e.g. Queensland Health, Queensland Ambulance Service, Child Safety). These are sometimes called free services because the government provides them.
- » An insurance scheme (e.g. workers compensation, health insurance, travel insurance).

## Q16a Do you want to claim medical expenses?

Yes – Go to Q16b       No – Go to Q17

## Q16b What medical treatment do you want to claim?

**Reminder** – we can only consider medical expenses that meet the conditions above and **directly** resulted from the violence mentioned in **Q6a** (What happened).

Go to Q16c

## Q16c Can any of the medical costs be claimed through Medicare, insurance or another government assistance scheme?

Yes – provide details below then, **Go to Q16d**       No – **Go to Q16d**

If yes, tell us what you can claim (e.g. I have a Medicare plan for 4 sessions of physiotherapy).



## Q16d Did you, or will you, travel 20 km or more (one way) or 150km over 7 consecutive days to attend medical appointment(s)?

- Yes** – provide details below then, **Go to Q17**       **No** – **Go to Q17**

If yes, tell us about your travel.

» Where did you travel from (start address)?

» Where did you travel to (appointment address)?

### If you travelled by car

» How many kilometres you travelled (each way)?

**To:**

**From:**

» Did you have to pay for parking?

**If yes** – how much?

 **If you travelled another way** (include photocopies of receipts)

» How did you travel (e.g. bus, train, taxi, rideshare, plane or a combination of these)?

» How much was the total fare?

**To:**

**From:**

## Q17 Did you witness fatal violence?


- Yes** – **Go to Q18**       **No** – you can't claim other expenses. **Go to Q21**

## Q18 About claiming legal expenses

If you witnessed **fatal** violence, we may be able to pay for some legal expenses.

You <b>can</b> apply for <b>up to \$500</b> (total) to pay for:	You <b>can't</b> apply for:
<ul style="list-style-type: none"> <li>» getting advice from a legal practitioner about applying for financial assistance</li> <li>» completing an application form (which includes providing supporting evidence)</li> <li>» legal representation for your application (asking a lawyer to make a submission on your behalf).</li> </ul>	<ul style="list-style-type: none"> <li>» any other legal fees</li> </ul>

## Q18a Do you want to claim legal expenses?

-   **Yes** – attach an itemised invoice then, **Go to Q19**       **No** – **Go to Q19a**

## Q19 About claiming other recovery expenses

**If** you witnessed fatal violence, **in exceptional circumstance**, you can claim **some** other recovery expenses. They must:

- » be directly linked to witnessing the violence you included in **Q6a** (What happened)

**and**

- » significantly help your recovery.


**We may not be able to cover the full cost.**

- » There are maximum limits on most items. These are specified in **Claiming other recovery expenses** (at the end of this form).

**We can't guarantee payment until after this assessment has been done.**

- » Every expense must be assessed. If the expense is approved, we will send you a Notice of Decision informing you of the amount we have agreed to pay
- » We may place conditions on the grant. These will also be specified in the Notice of Decision.

**Supporting documents (confirming the cost) are required for most expenses.**

-  » If you have photocopies of receipts and other documents about your expenses, you should send them with this application (if you have them). This may mean we can assess the expense sooner.
- » If you know what you want but don't have the supporting documents yet – you can still write the expense below. You can send your supporting documents to us later.

**We are a scheme of last resort.** This means we **can't** pay for things that can be:

- » paid for by other government schemes or departments (e.g. Escaping violence payments, Public Housing, Queensland Police Service, Queensland Courts)
- » covered under an insurance (e.g. homeowners insurance).

Standard expenses we <u>can</u> consider.	We <u>never</u> pay for:
<ul style="list-style-type: none"> <li>» Crime scene cleaning (special forensic cleaning that is done for hygiene reasons)</li> <li>» Cultural recovery expenses for return to country, cleansing ceremonies, travel for elders to provide cultural support or conduct ceremonies, therapeutic workshops (Aboriginal or Torres Strait Islander victims only)</li> <li>» Emergency accommodation (up to 3 months)</li> <li>» Personal security devices (duress alarm or a basic internet capable mobile phone only)</li> <li>» Relocation expenses if you needed to move for recovery or safety reasons. This can include moving and/or storing your belongings, and travel costs for household members (people and pets).</li> <li>» Security expenses for safety or recovery reasons (lighting, screens, doors, alarms, cameras, locks and repairs to re-establish security only)</li> <li>» Special travel to make applications, purchase approved goods and access services (victims living in Queensland outback or on islands not connected to the mainland by road only).</li> <li>» Some other expenses - See Claiming other recovery expenses (at the end of this form)</li> </ul>	<ul style="list-style-type: none"> <li>» animals (the purchase, training and/or upkeep of protection animals, therapy animals, companion animals or pets)</li> <li>» housing (e.g. purchase costs, mortgage payments, bond) or rent other than for emergency accommodation</li> <li>» vehicles (purchase, replacement, repairs or repainting)</li> <li>» replacement of stolen property, general home or business repairs, costs to repair vandalism</li> <li>» everyday living expenses such as food, utility bills, school fees or club and gym memberships</li> <li>» holidays and retreats.</li> </ul>

## Q19a Do you want to claim other recovery expenses?

Yes – Go to Q19b     No – Go to Q20

## Q19b What are you requesting payment for and why do you need it?

Go to Q19c

### Q19c Supporting information



If you have photocopies of receipts, invoice or formal quotes:

» send them with this application

If you don't know the exact cost yet:

» please tell us the approximate cost of the goods or services

Go to Q20

## Q20 About claiming loss of earnings

You will need to provide several supporting documents. See list at the end of **Q20c** for details.

If you witnessed fatal violence, in <b>exceptional circumstances</b> , you <b>can</b> claim <b>up to \$20,000</b> loss of earnings if all of the following things are true for you:	We <b>can't</b> reimburse:
<ul style="list-style-type: none"> <li>» had to take time off work within 2 years from the date of the violence</li> <li>» took this time off to recover from your injuries or to attend medical, police or court appointments because of the violence</li> <li>» were formally employed when the violence was committed or had a formal contract to start working</li> <li>» couldn't earn anything or earned less than before the violence.</li> </ul>	<ul style="list-style-type: none"> <li>» informal work (e.g. 'cash-in-hand' income)</li> <li>» paid sick leave</li> <li>» lost superannuation contributions</li> <li>» business income.</li> </ul>

## Q20a Do you want to claim loss of earnings?

**Yes – Go to Q20b**     **No – Go to Q21**

## Q20b Why were you off work?

Tick any reasons (below) that apply. It's okay to tick more than 1 reason.

- you needed time to recover from injuries
- you had to move to a new city or town for recovery or safety reasons
- you were attending medical appointments
- you were attending police appointments
- you were attending court

**Go to Q20c**

## Q20c Loss of earnings details

If you worked less days, please tell us the date(s) you didn't work

If you worked less hours, please tell us how many hours you normally work and how many hours you did work.

» I normally work:

**per**     week    fortnight    month

» Because of the violence, I only worked:

**per**     week    fortnight    month


If you couldn't return to your job because of the violence, when was your last day of work.

Are you currently receiving any income?     **Yes**     **No**

See note on following page: Supporting documents about loss of earnings

## Supporting documents about loss of earnings

We want to reassure you that we **only** use income information to assess loss of earnings. We won't use it for other purposes or share it with anyone unless the law authorises or requires it to be used for another purpose or disclosed to another entity.

 If you have the documents on hand, it helps to attach them to this application. This may mean we can assess the loss of earnings sooner. If you don't have what you need right now, you can apply for loss of earnings now. You can send supporting documents later.

### Information about why you couldn't work

» If you took time off to recover from injuries – please provide documents confirming why you couldn't work and how long you were unable to work for.

**This could be a medical certificate or a letter from your health practitioner.**

» If you took time off to attend a medical, police or court appointment(s) – please provide proof that you attended the appointment.

**This could be a letter or other document from the medical centre, police or court.**

### Information about your income (what you normally earn and what you did earn)

» Provide - document(s) about your income immediately **before** the act of violence.

**This could be 4 weeks of payslips, an annual tax statement or a letter from your tax accountant.**

### Information about when you didn't work and your leave balances

» Provide - document(s) from your employer confirming the hours you did work (if any), what you were paid, the leave you took and if you had any leave entitlements.

**This could be payslips showing time off work, a pay summary that shows your leave or a letter from your employer.**

### If you had to resign because of the violence

» Provide a copy of your separation certificate or a letter from your employer confirming you have resigned.

### Other income

» If relevant, please provide - information about any other income or financial assistance you received while not working or working less.

**This could be Centrelink statements, income protection insurance, other payslips or tax statements.**

Go to Q21

## Q21 About claiming urgent expenses

Due to the high number of applications we receive, we can't predict when a decision will be made about your recovery expenses.

**In very limited circumstances**, we may be able to prioritise the assessment of an application. This only happens if you need financial assistance for a serious, urgent health or safety expense.

**We need you to tell us what expenses (if any) are urgent and why they are urgent.**

### Q21a Do you have a serious, urgent health expense?

**Yes** – complete the information below then, **Go to Q21b**       **No** – **Go to Q21b**

If yes, please tell us what expenses (if any) are urgent **and** why they are urgent.


### Q21b Do you have a serious, urgent safety expense?

**Yes** – complete the information below then, **Go to Q22**       **No** – **Go to Q22**

» If yes, please tell us what expenses (if any) are urgent **and** why they are urgent.

## Section 5: Finishing your form

### Proof of identity

 You **must** attach a photocopy of **at least** 1 identity document.

» See the Prove your identity section (at the end of this form).

### Q22 What identity document(s) have you attached (e.g. Driver's licence)?

**Go to**, and carefully read, the Privacy notice

## Privacy notice

### PLEASE READ CAREFULLY

**This statement (below) tells you what we will do with your personal information and who we can share it with.**

The Department of Justice and Attorney-General is collecting your personal information to assess your application for financial assistance in accordance with the *Victims of Crime Assistance Act 2009*.

To assess your application, we may need to disclose relevant personal information with **and** receive relevant claim information from:

- » Court registrars
- » Goods and services providers identified in the expense section of this application, a supporting document(s) provided with this application, or a supporting document submitted at a later date
- » High Risk Team members (domestic violence) under the *Domestic and Family Violence Protection Act 2012*
- » Queensland Civil and Administrative Tribunal (QCAT)
- » The chief executive (child protection) under the *Child Protection Act 1999*
- » The chief executive (corrective services) under the *Corrective Services Act 2006*
- » The insurance commissioner under the *Motor Accident Insurance Act 1994*
- » The National Injury Insurance Scheme Queensland chief executive officer
- » The police commissioner
- » The Registry of Births, Deaths and Marriages
- » The State Penalties Enforcement Registry (SPER) registrar under the *State Penalties Enforcement Act 1999*
- » The chief executive (transport) under the *Transport Operations (Road Use Management) Act 1995*
- » A Workers' Compensation chief executive officer of a workers' compensation Authority or WorkCover under the *Workers' Compensation and Rehabilitation Act 2003*
- » Your health practitioners.

De-identified statistical data may be used for research purposes. DJAG will not use your personal information for any purpose other than assessing your claim for financial assistance unless we are authorised or required under a law to use the information for another purpose.

DJAG will also not disclose your personal information to any person or entity other than those noted in this privacy statement unless it is authorised or required under a law to disclose the information to another person or entity. Your personal information will be managed in accordance with *Victims of Crime Assistance Act 2009* and the *Information Privacy Act 2009*.

### Go to Finishing your form – Step 1

You **must** complete **Finishing your form - Step 1 and Step 2**.

We **can't** process this application if these sections aren't **completed in full and signed**.

## Finishing your form – Step 1:

**You must tick each of the 3 boxes** below to confirm you have read and agree with each statement

I have:

- » **read** and **understood** the privacy statement; **and**
  - » I **consent** to Victim Assist Queensland disclosing **relevant** personal information with and receiving **relevant** claim information from the authorities/persons/entities specified in the **Privacy notice** (above).
- I **understand** it is an offence under the *Victims of Crime Assistance Act 2009* to:
- » answer a question falsely and/or to provide false or misleading supporting documents
  - » not tell Victim Assist Queensland about **any other payments** I have received, because of the violence referenced in this form **and** to not tell them (within **28** days) if I receive a relevant payment after submitting this form
  - » I may be fined up to 100 penalty units if I am not truthful and/or up to 100 penalty units if I don't declare a relevant payment.
- I **confirm** that:
- » All information I have provided is, to the best of my knowledge, true and not misleading.
  - » I will tell Victim Assist Queensland if my circumstances change, or if I become aware of any matter that would make the information in this form false or misleading.
  - » I have declared other payments (if any) and I will tell Victim Assist Queensland (within **28** days) if I receive money from another source because of the violence **after** submitting this application.

Go to Finishing your form – **Step 2**

## Finishing your form - Step 2:

You **must** add relevant names below **and** sign the form.

### Q23a Who is the witness (this is the person named in Q9)?

Go to Q23b

### Q23b If relevant, who is the person acting on behalf of the witness (this is the person named in Q10)?

An **adult** (the person named in **Q9**, or **Q10** if relevant) must sign the form. A child can only sign their own form if they are over 12 years old and they have a **lawyer** representing them and helping them.

Your signature: **SIGN HERE** \_\_\_\_\_

Date: \_\_\_\_\_

## FINISHED

Post or email this application form and photocopies of supporting documents to:

**Victim Assist Queensland**  
**GPO Box 149, BRISBANE QLD 4001**  
**victimassist@justice.qld.gov.au**




## Claiming other recovery expenses

Maximum \$ limits apply for the following items.

<b>Emergency accommodation</b>	» We may be able to repay the cost of up to 3 months emergency accommodation ( <b>up to \$200</b> per night) if it isn't safe for you to live in your usual home because of the violence.																												
<b>Relocation expenses</b>	» We may be able to repay <b>up to \$5,000</b> (total) towards the cost of: removalist expenses (e.g. hiring professional removalists or hiring vehicles); travel costs (e.g. a cents-per-kilometre amount if driving, airfares, pet transport); and/or up to 6 months storage.																												
<b>Security expenses</b>	» We may be able to repay <b>up to \$5,000</b> (total) towards the cost of: motion sensor lights; security screens and doors; security alarm systems and cameras and/or repairs to re-establish the security of your home (e.g. new locks, repairing doors or windows). » If upgrading home or business security, the property owner needs to pre-approve upgrades before you apply.																												
<b>Personal security</b>	» We may be able to pay for a personal duress alarm (sometimes called a pendant alarm); or <b>up to \$300</b> towards a basic internet-capable phone so you can call for help if needed. » We <b>can't</b> pay any monitoring fees, service fees or phone bills.																												
<b>Essential furniture, appliances, and household items</b>	» If you need to move to a new house because of the violence and it isn't 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, <b>up to</b> 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, <b>up to</b> 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 can't be safely cleaned, <b>up to</b> the values below.																												
	<table border="1"> <thead> <tr> <th>Item</th> <th>Maximum amount</th> </tr> </thead> <tbody> <tr> <td>Fridge</td> <td>\$1,000 (per household)</td> </tr> <tr> <td>Washing machine</td> <td>\$1,000 (per household - one person), or \$1,300 (per household - families)</td> </tr> <tr> <td>Television</td> <td>\$1,000 (per household)</td> </tr> <tr> <td>Vacuum cleaner</td> <td>\$250 (per household)</td> </tr> <tr> <td>Toaster and kettle</td> <td>\$250 (per household)</td> </tr> <tr> <td>Microwave</td> <td>\$250 (per household)</td> </tr> <tr> <td>Lounge suite / Sofa</td> <td>\$1,500 (per household)</td> </tr> <tr> <td>Bed and mattress (1 per person)</td> <td>\$2,700 (Queen); \$1,000 (Single); \$1,650 (Bunks); \$500 (Cot)</td> </tr> <tr> <td>Dining table and chairs</td> <td>\$1,500 (per household)</td> </tr> <tr> <td>Desk and chair</td> <td>\$400 (per household)</td> </tr> <tr> <td>Furniture to store clothing and belongings</td> <td>\$350 (per adult); \$250 (per child)</td> </tr> <tr> <td>Linen (bedding and towels)</td> <td>\$400 (per adult); \$250 (per child)</td> </tr> <tr> <td>Equipment for cooking and serving food (e.g. pots and pans; dinner sets, glassware, cutlery)</td> <td>\$600 (per household)</td> </tr> </tbody> </table>	Item	Maximum amount	Fridge	\$1,000 (per household)	Washing machine	\$1,000 (per household - one person), or \$1,300 (per household - families)	Television	\$1,000 (per household)	Vacuum cleaner	\$250 (per household)	Toaster and kettle	\$250 (per household)	Microwave	\$250 (per household)	Lounge suite / Sofa	\$1,500 (per household)	Bed and mattress (1 per person)	\$2,700 (Queen); \$1,000 (Single); \$1,650 (Bunks); \$500 (Cot)	Dining table and chairs	\$1,500 (per household)	Desk and chair	\$400 (per household)	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 (per household)
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	Delivery costs can also be considered for any of the above items.																												

## Prove your identity

 You need to provide proof of your identity. If you're a parent, guardian or other pre-approved adult completing the form on behalf of the victim, please attach a photocopy of **your** identity document(s).

<b>List A</b>	<b>List B</b>
<b>Provide (1) document from this list.</b>	If you <b>don't</b> have a list A document:
If you don't have 1 of these documents, <b>Go to List B</b>	» provide <b>(2)</b> documents from this list.
<ul style="list-style-type: none"> <li>» Australian Birth Certificate (full) or overseas equivalent</li> <li>» Australian Citizenship Certificate or Naturalisation Certificate</li> <li>» Australian Drivers License with Photo ID (current or expired less than 2 years) or overseas equivalent:               <ul style="list-style-type: none"> <li>» a copy of the front <b>and</b> back of the license</li> <li>» Australian firearms license:                   <ul style="list-style-type: none"> <li>» a copy of the original (first) license and the current license</li> </ul> </li> </ul> </li> <li>» Australian or Foreign Passport (current or expired less than 2 years):               <ul style="list-style-type: none"> <li>» a copy of the page with your photo on it</li> <li>» Commonwealth or state public service ID card with photo and signature (current, not expired)</li> <li>» Queensland photo identification card (formerly called Proof of Age card) or interstate/overseas equivalent</li> <li>» Record of immigration status (certificate of evidence of resident status)</li> <li>» Travel documents and current Australian Visa.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>» Australian Exam Report (persons under 16 years of age only)</li> <li>» Australian Record of Achievement (persons under 16 years of age only)</li> <li>» Australian Secondary School Exam Certificate (persons under 16 years of age only)</li> <li>» Australian Medicare card</li> <li>» A marriage certificate issued by a Registry of Births, Deaths and Marriages</li> <li>» Bank account card (EFTPOS card) or credit card with signature and embossed name, a bank passbook, or bank statement</li> <li>» Centrelink or Department of Veterans Affairs Card</li> <li>» Change of Name Certificate</li> <li>» Council rates notices</li> <li>» Letter from employer (current or within last 2 years)</li> <li>» a reference, payslip, leave advice or a letter that has your name on it</li> <li>» Security guard/crowd control license (Australian issued)</li> <li>» Tertiary ID card (less than one year old and issued by an Australian university only).</li> </ul>
If, for some reason, you can't provide these documents, call Victim Assist Queensland, <b>1300 546 587</b> (9:00am-4:30pm, Monday – Friday, excluding public holidays).	

## Providing information about your injuries

We need to know the details of your injuries and what caused them. We can only consider injuries and adverse impacts that were caused by witnessing the violence.

We can get the below information for you. We will get this directly from the relevant agency.	Depending on your circumstances, you may need to provide photocopies of the following documents.
<ul style="list-style-type: none"> <li>» If you had injuries at the time of the violence, we may get this information from Queensland Police Service.</li> <li>» If you were treated by a paramedic, we may get this information from Queensland Ambulance Service.</li> <li>» If you went to a Queensland Health service (e.g. an emergency department or sexual assault clinic), we may get this information from Queensland Health.</li> </ul>	<ul style="list-style-type: none"> <li>» If the violence was investigated by Child Safety, you can ask them for a copy of this information.</li> <li>» If you reported your injuries to a doctor, counsellor, psychologist, social worker or domestic violence support worker, they may be able to provide one of the following (available online):               <ul style="list-style-type: none"> <li>» Victim Assist medical certificate</li> <li>» Victim Assist comprehensive clinical report</li> <li>» Victim Assist health practitioner examination report</li> <li>» Victim Assist special primary victim report</li> <li>» a letter or other medical record.</li> </ul> </li> </ul>