



Financial Assistance Application Form: Primary victim

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

Form 1, Version 5 | Effective 14 September 2023

IMPORTANT – This form has been designed if you want to **email** or **post** your application. You will also need to include photocopies of your supporting documents. If you have a computer, tablet or smart phone, you may find it quicker and easier to complete this form online. Go to www.qld.gov.au/victimsapply

About this primary 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.

Who can use this form?

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

- » A **primary victim** is a person who was **injured** as a direct result of **acts of violence**.
- » An **act of violence** is a crime where somebody injures or kills someone else. They include, but aren't limited to; physical assault, sexual offences, domestic and family violence and/or child abuse.

If you were injured by acts of violence committed in Queensland, you can use this form to apply for a recognition payment and/or help to pay your recovery expenses.

You need to provide

- Information about:
 - » the crime – see Crime details (**section 2**)
 - » your injuries – see Were you injured (**Q3**), About claiming medical expenses (**Q18**), About claiming loss of earnings (**Q22**) and Providing information about your injuries (at the end of this form)
 - » who you reported the crime to – see Was the violence reported (**Q8**)
- A copy of your identity document(s) – see Prove your identity (at the end of this form)
- Your banking details (**Q12**)
- Your claim reference number if you were a victim of work-related violence (**Q4**) or violence involving a motor vehicle (**Q5**) you need your claim reference number.
- Receipts, invoices, or approximate costs if you're claiming expenses – **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
- Your special primary victim report form (if relevant) – see Was the violence reported (**Q8**)
- Documents about your injuries (e.g. 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)

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 an **adult who has impaired capacity**

- » you need to include your details in (**Q11**) and (**Q25**) 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 applicant or victim

- » you need to include your details in (**Q14**).
- » 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.

If you (or your parent or guardian) can't fill in and/or sign this form yourself, you can ask Victim Assist Queensland for permission to have someone else fill in the form for you. If approved, include the date approval was given in (**Q9**). Call Victim Assist Queensland, **1300 546 587** (9:00am-4:30pm, Monday – Friday, excluding public holidays).

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We acknowledge it may be hard for you to apply for financial assistance because you will need to tell us a lot of things, including what has happened and what you want to claim.

You may want to fill in this form privately or you may want to ask a friend or victim services worker for support. If needed, you can 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 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 for:

- » injuries caused by traffic accidents, other accidents or self-harm
- » stolen cars, stolen property, vandalism, fraud, identity theft or other property crimes.

Q1 Have you been a victim of acts 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?

Tick **yes** if the violence caused a **physical** or **psychological** injury. **If you were a victim of sexual violence or domestic violence**, an injury can 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 acts of violence didn't cause an injury.

 **Attach supporting documents (if you have any).** You can include photocopies of a medical certificate, special primary victim report, 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 the violence happen at work, on the way to or from work, or while on a work break?

Yes – Stop here see note below

No – go to Q5

 You **must** apply for workers compensation for your injuries and have your claim **assessed and finalised** before you submit this application.

If you need advice or assistance to do this, please contact **WorkCover Queensland** on **1300 362 128**.

If you have already done this, **go to Q4a**.

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 Were you injured in some way by a motor vehicle?

Yes – Stop here see note below

No – go to Q6

 If you have been injured by 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 your 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

Q6 What do you want to claim?

If you were injured by acts of violence, that were committed in Queensland, you can apply for:

- » a recognition payment; **and/or**
- » help to pay for recovery expenses.

Q6a Would you like to claim a recognition payment (special assistance)?



A **recognition payment** is a one-off lump sum payment to recognise the harm you have suffered. The amount each person gets may be different. The amount you receive will depend on the type of crime committed.

Yes – go to Q7

No – go to Q7

Section 2: Crime details

You may have been a victim of different types of offences. Feel free to tell us as much or as little as you want. We only need to know about what happened in Queensland.

Q7 What happened?

Briefly tell us in your own words what happened (e.g. I was the victim of an assault, I was sexually assaulted, I was a victim of domestic violence/child abuse/elder abuse).

Q7a Key dates

If the violence **happened once**, when did it happen?

If the violence happened **less** than 3 years ago – **go to Q7c**

If the violence happened **more** than 3 years ago – **go to Q7b**

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 **less** than 3 years ago – **go to Q7c**

If the violence ended **more** than 3 years ago – **go to Q7b**

Q7b 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 Q7c

Q7c Who committed the crime (optional)?

We understand that some victims 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 Q8

Q8 Reporting requirements

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

Unless you have a reasonable excuse, the violence should be reported before you submit this form. Generally, the violence is 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 didn't report the violence, you will need to provide reasons in **Q8e**.

Q8a Are you a special primary victim (definition above)?

- Yes** – see note below then, **go to Q8b** **No** – see note below then, **go to Q8b**

In most cases, you need to report the crime to at least 1 of the following people:

1. police
2. a doctor
3. a counsellor
4. a psychologist
5. a domestic violence worker (if relevant). There are some exceptions, but you will need to tell us the reason you couldn't report the crime in **Q8e**.



In most cases, you need to report the crime to police.

There are some exceptions, but you will need to tell us the reason you couldn't report to police in **Q8e**.

Q8b Who did you report the violence to?

- police – **go to Q8c**
- a doctor, counsellor, psychologist, or domestic violence service – **go to Q8d**
- both police and a doctor, counsellor, psychologist, or domestic violence service – complete **Q8c and 8d**
- none of the above – **go to Q8e**

Q8c Police report details

You may not be able to remember all the details. It's okay to skip some things. We will use this information to get copies of the report directly from police. You don't 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 section 3**. Otherwise, **go to Q8d**

Q8d Special primary victim report details

Who did you talk to (their name)?

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

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

What is their phone number or email address?

When did you speak to them (date)?

Has this person completed the Special primary victim report form?

Yes – please include a photocopy of this report then, **go to section 3**

No – see note below then, **go to section 3**



» Ask them to download the **Special primary victim report** (available online at www.publications.qld.gov.au/dataset/applying-for-financial-assistance-victims-of-crime)

» Once completed, they can send the report to us. Full instructions are on the form.

Q8e Only complete this question if you were not able to report the violence

Please tell us below the reason you couldn't report the violence, then **go to section 3**.

Examples:

1. I have a disability that made it too hard for me to report the crime.
2. I was too frightened because the offender and their family said they would hurt me more if I told anyone.

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, for any reason, you (or your parent or guardian) 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.

Q9 Your situation

Who is making this application?

- Yourself (the primary victim) – **complete Q10 and skip Q11**. Include your name in **Q25**
- A parent or guardian of a victim who is under 18 – **complete Q10 and Q11**. Include the child's name **and** your name in **Q25**
-  » **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 Q10 and Q11**. Include the victim's name **and** your name in **Q25**
-  » **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 Q10 and Q11**. Include the primary victim's name **and** your name in **Q25**
- » Date

Q10 The primary victim's details

The victim's full name (as it is written on your 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 Q10a

Q10a The primary victim's situation

Did any of the violence happen in the home you're 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're completing this application for yourself – **go to Q12** (skip **Q11**)

Q11 Your details (if you're not the primary victim mentioned in Q10)

This section is only for the parent/guardian of a child and/or people who are authorised to act on behalf of the victim. Lawyers representing the victim and victim support workers don't use this section. You can add your details to **Q14**.

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

Other names used

Your date of birth

Your authority to act on behalf of the primary 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? 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 Q12

Q12 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 we are 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 Q13**

» 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 – you **must** provide an email address in **Q13** (we will email you and request banking details) **Go to Q13**

cheque – you must provide a postal address in **Q13** (we will post the cheque to this address) **Go to Q13**


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

Q13 Contact details for the application

We need to be able to contact you (or the person specified in **Q11** 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 Q14**

Q14 Secondary contact person for this application? (Optional)

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

Their full name

» Type of person, organisation, agency or business

Family HRT
 Lawyer Government agency
 Victim support group 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

IMPORTANT! 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 – **go to Q14a**

Q14a 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 Q15

Section 4: Claim details

Q15 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.

Q15a Have you already received money from any other source because of the violence?

Yes – please answer the questions below then, **go to Q15b**

No – go to Q15b

- » Who have you received money from?

- » How much did you receive? (Total)
- » What was the money for?

Q15b 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 Q15c**

No – go to Q15c

- » Who are you expecting money from?

- » How much do you expect to receive?
- » What was the money awarded for?

Q15c 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 Q16** **No** – **go to Q16**

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

» What are you claiming money for?

Q16 About claiming recovery expenses

Important notes about claiming expenses

You can only ask us to pay for or reimburse **certain** reasonable recovery expenses (listed below), if they are directly linked to the acts of violence you included in **Q7** (What happened).

- » You may claim **medical** and **counselling** expenses, damage to **clothing** you were wearing when the act of violence happened, some **legal** expenses, 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 houses or vehicles (purchase, repairs or repainting). **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 that will tell you what we have agreed to pay for. 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. 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.

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.

Q16a Do you want to claim recovery expenses?

Yes – **go to Q17** **No** – **go to Q24**

Q17 About claiming counselling expenses

You can claim appointments with a trained, registered and insured 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**.

- » You can 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
- » 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).

Q17a Do you want to claim counselling?

- Yes – go to Q17b No – go to Q18

Q17b What counselling do you want to claim?

Go to Q17c

Q17c Can any of the counselling costs be claimed through Medicare, insurance or another government assistance scheme?

- Yes – provide details below then, go to Q17d No – go to Q17d

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

Q17d 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 Q18** **No** – go to Q18

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 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:**

Q18 About claiming medical expenses

You can claim:

- » appointments with registered health practitioners
- » medical treatments, diagnostic tests, medications, wound dressings and medical aids that your health practitioner **requires** or **prescribes**
- » medical reports that your health practitioner or claim assessor requires
- » medical aids (e.g. prescription glasses, hearing aids, mobility aids) that were damaged or lost during the violence or kept by police as evidence.

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**.

- » You can 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
- » 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).

Q18a Do you want to claim medical expenses?

Yes – go to Q18b No – go to Q19

Q18b 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 Q7 (What happened).

Go to Q18c

Q18c Can any of the medical costs be claimed through Medicare, insurance or another government assistance scheme?

Yes – provide details below then, go to Q18d No – go to Q18d

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

Q18d 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 Q19** **No** – go to Q19

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 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:**

Q19 About claiming damage to clothing

We may be able to pay for replacement clothing if the clothes you were wearing at the time of the violence was:

- » damaged or lost during the violence; **or**
- » kept by police as evidence.

You can claim clothing you were wearing. For example:

- » shirts, tops, pants, dresses, jackets, shoes and socks, underwear, hats, helmets and belts
- » special religious clothing (e.g. head coverings)
- » special work clothing that wasn't replaced by your employer.

You can't claim:

- » accessories (e.g. jewellery)
- » bags
- » things you were carrying in your hand, bag or pockets (e.g. damaged phones or stolen money).

Q19a Do you want to claim clothing expenses?

- Yes** – go to Q19b **No** – go to Q20

Exact costs aren't needed. Proof of purchase is only required if you're claiming more than \$1,000 (total) for clothing.

Q19b What clothing do you want to claim and approximately how much did it cost?

Provide details below then, **go to Q20**

EXAMPLE


Type of clothing	e.g (Converse shoes and socks)	e.g Purchase cost (\$85.00)
Type of clothing		Purchase cost
Type of clothing		Purchase cost
Type of clothing		Purchase cost
Type of clothing		Purchase cost
Type of clothing		Purchase cost

Q20 About claiming legal expenses

We may be able to pay for some legal expenses.

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

Q20a Do you want to claim legal expenses?

 **Yes** – attach an invoice then, **go to Q21** **No** – **go to Q21**

Q21 About claiming other recovery expenses

In exceptional circumstances you can claim **some** other recovery expenses. They must:

- » be directly linked to the acts of violence you included in Q7 (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 that will tell you what we have agreed to pay for.
- » 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. 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 can consider.	We never pay for:
<ul style="list-style-type: none"> » Crime scene cleaning (special forensic cleaning that is done for hygiene reasons) » 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) » Emergency accommodation (up to 3 months) » Personal security devices (duress alarm or a basic internet capable mobile phone only) » 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). » Security expenses for safety or recovery reasons (lighting, screens, doors, alarms, cameras, locks and repairs to re-establish security only) » 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). » Some other expenses - See Claiming other recovery expenses (at the end of this form) 	<ul style="list-style-type: none"> » animals (the purchase, training and/or upkeep of protection animals, therapy animals, companion animals or pets) » housing (e.g. purchase costs, mortgage payments, bond) or rent other than for emergency accommodation » vehicles (purchase, replacement, repairs or repainting) » replacement of stolen property, general home or business repairs, costs to repair vandalism » everyday living expenses such as food, utility bills, school fees or club and gym memberships » holidays and retreats.


Q21a Do you want to claim other recovery expenses?

- Yes – go to Q21b No – go to Q22

Q21b What are you requesting payment for and why do you need it?

Go to Q21c

Q21c Supporting information

 If you have photocopies of receipts, invoices 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 Q22

Q22 About claiming loss of earnings

You will need to provide several supporting documents. See list at the end of **Q22c** for details.

You **can** claim up to **\$20,000** loss of earnings if all of the following things are true for you:

- » had to take time off work within 2 years from the date of the violence
- » took this time off because of the violence to recover from injuries or to attend medical, police or court appointments
- » were formally employed when the violence was committed or had a formal contract to start working
- » you earned less than before the violence or couldn't earn anything because of the violence.

We **can't** reimburse:

- » informal work (e.g. 'cash-in-hand' income)
- » paid sick leave
- » lost superannuation contributions
- » business income.

Q22a Do you want to claim loss of earnings?

- Yes – go to Q22b** **No – go to Q23**

Q22b 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 Q22c

Q22c 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**

Go to note below

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 Q23

Q23 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.

Q23a Do you have a serious, urgent health expense?

Yes – complete the information below then, **go to Q23b** **No** – go to Q23b

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

Q23b Do you have a serious, urgent safety expense?

Yes – complete the information below then, **go to Q24** **No** – go Q24

» 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) for types of documents you can use.

Q24 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; **or**
 - » 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; **and**
 - » 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.

Q25a Who is the victim (this is the person named in Q10)?

Go to Q25b

Q25b If relevant, who is the person acting on behalf of the victim (this is the person named in Q11)?

An **adult** (the person named in **Q8**, or **Q9** 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

Extra information you may need

Claiming other recovery expenses (Maximum \$ limits apply for the following items.)

Emergency accommodation	» We may be able to repay the cost of up to 3 months emergency accommodation (up to \$200 per night) if it isn't safe for you to live in your usual home because of the violence.																												
Relocation expenses	» We may be able to repay up to \$5,000 (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.																												
Security expenses	» We may be able to repay up to \$5,000 (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.																												
Personal security	» We may be able to pay for a personal duress alarm (sometimes called a pendant alarm); or up to \$300 towards a basic internet-capable phone so you can call for help if needed. » We can't pay any monitoring fees, service fees or phone bills.																												
Essential furniture, appliances, and household items	» 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, 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 can't be safely cleaned, up to 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).

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

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 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"> » If you had injuries at the time of the violence, we may get this information from Queensland Police Service. » If you were treated by a paramedic, we may get this information from Queensland Ambulance Service. » 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. 	<ul style="list-style-type: none"> » If the violence was investigated by Child Safety, you can ask them for a copy of this information. » 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"> » Victim Assist medical certificate » Victim Assist comprehensive clinical report » Victim Assist health practitioner examination report » Victim Assist special primary victim report » a letter or other medical record.