

Travel to attend treatment and rehabilitation services

Travel costs we pay for

We can pay for:

- your reasonable and necessary travel costs to and from your injury-related treatment and rehabilitation services funded by icare
- a support worker's travel costs to help you travel to your injury-related treatment and rehabilitation services, as part of your approved attendant care program. These travel costs can include mileage or public transport fares
- pre-approved travel services, that is travel expenses you are requesting costs for that have been pre-approved by your Lifetime Care contact.

Information sheet P03: 'What is 'reasonable and necessary' treatment, rehabilitation and care' has details on what is considered reasonably necessary.

Travel costs we cannot pay for

We're unable to pay for:

- extra costs where a more expensive option is chosen over a reasonable and necessary service. For example:
 - where public transport is considered appropriate however a taxi service is selected by participant
 - travelling a long distance to see a physiotherapist (or other service provider) where a suitable physiotherapist / provider is locally available and can provide the same service
- your travel costs for regular daily activities that are not related to your motor accident injuries. For example, your travel to work, the shops or social functions;
- extra travel costs for your regular daily activities if you need to use a more expensive method of travel because of your motor accident injuries. For example, if you used to catch the bus to work but now need to travel in an accessible taxi;
- travel costs for anyone other than you, unless it's known that you require travel assistance, such as from your support worker.

Other options for travel

You can investigate the following options for assistance with your travel costs to normal daily activities:

- the Taxi Transport Subsidy Scheme provides support for NSW residents who are unable to use public transport because of a disability. Call 131 500 or see their website [Apply for the Taxi Transport Subsidy Scheme | Service NSW](#);
- the Companion Card allows an eligible person's carer free entry into participating venues and events. It also includes many transport options. Call 1800 893 044 or see their website [Companion Card | NSW Government](#).
- your local Community Transport Scheme can provide low-cost transport for people with limited private transport options. Call 1300 679 286 or see their website www.cto.org.au Go to: Find Local Service.

- a private arrangement with your attendant care provider to pay for mileage when using the support worker's car.

Requesting travel costs

Your case manager or Lifetime Care contact may provide information about your travel needs and make a request for any costs for travel to and from treatment and rehabilitation services.

If you need the assistance of a support worker for travel to treatment and rehabilitation services, the costs for this support will be requested as part of your attendant care program.

Information sheet P04: 'How to request treatment and care services' has more details.

How travel costs are paid

Once your travel needs have been approved, we can pay for them by reimbursing your costs submitted on an Expense claim form.

You can submit an Expense claim form to us for the following travel costs related to your treatment and rehabilitation services:

- public transport fares. You'll need to attach original tickets or an Opal card activity statement for the dates you travelled. Go to www.opal.com.au to get a print-out of an activity statement
- kilometres driven in your own car. Reimbursement will be made at the latest rate in the *Motor Accidents Injuries Regulation 2017*.
- kilometres are checked for the most direct route, and you'll need to include information in a travel log showing the start and end destinations, the total kilometres per trip and the reason for the trip.
- parking; if paid parking was required for your service. You'll need to include the parking receipt.
- tolls; you'll need to include your eTag statement.

Information on how to submit an expense claim can be found on our website at [Claiming expenses under Lifetime Care and Workers Care | icare \(nsw.gov.au\)](http://icare.nsw.gov.au)

Taxi travel

We consider paying for taxi travel to attend treatment and rehabilitation services when:

- an accessible taxi is the most appropriate travel option because of your injury and stage of rehabilitation
- all other travel methods have been considered and ruled out
- taxi travel is the most cost-effective way to meet your travel needs
- limited amounts of taxi eTickets or digital passes are given to participants. You'll need to record taxi pick-up and destination points in a travel log and submit this travel log to us
- taxi travel is not considered a long-term option and is only provided when all other options have been considered
- taxi eTickets, digital passes or community cards are usually requested by your case manager in a travel booking form. If you no longer have a case manager, you can discuss your taxi travel needs with your Lifetime Care contact.

Travel costs for an attendant care provider

We pay attendant care providers directly for the approved travel costs for a support worker.

Expense claim forms can be sent or emailed to us:

- email us at: care-expenseclaim@icare.nsw.gov.au
- post your claim:
Care Expense Claim
GPO Box 4052
Sydney, NSW 2001

Travel responsibilities

It is our responsibility to:

- provide reimbursement of expense claim forms as soon as possible
- provide taxi eTickets, digital pass or community card where required and in a timely manner
- send you a letter outlining services that taxi eTickets, digital pass or community card is to be used for and how to complete and submit your travel log
- inform you of your responsibilities for travel
- let you know what you can do if you don't agree with our decision about your travel.

Your responsibilities for managing travel expenses include:

- only submit an expense claim form for reimbursement of approved treatment and rehabilitation travel costs
- provide receipts and any supporting documents for use of your car and/or public transport when submitting an expense claim form
- use taxi eTickets, digital pass or community card for approved treatment and rehabilitation journeys only
- complete your travel log and submit it when all taxi vouchers have been used, and before requesting more taxi eTickets or digital pass
- be the only person to use the taxi eTickets or digital pass. (No one else is eligible to use these unless they're accompanying you for an approved journey)
- return any unused taxi eTickets with the travel log
- make sure each taxi eTicket or digital pass reflects the exact metered amount (There can be no rounding up or tipping).

What happens if I don't meet my responsibilities?

We'll ask you or your case manager for further information if there are questions about your travel. If the matter can't be resolved, we may:

- Stop providing taxi eTickets or digital passes and request you pay for taxis yourself and ask for reimbursement via an expense form claim
- decline an expense claim form if it's outside the approved travel amount or has no receipts.

Before any changes are made to your travel expenses, we will write to you with the details of any planned changes.



icare

GPO Box 4052, Sydney, NSW 2001

General Phone Enquiries: 1300 738 586

Email: care-requests@icare.nsw.gov.au

www.icare.nsw.gov.au