

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
- 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 icare contact.

For details on what is considered 'reasonable and necessary' see our information sheet:

'What is 'reasonable and necessary' treatment, rehabilitation and care' on our website at www.icare.nsw.gov.au Go to injured or ill people > forms and resources > resources

Travel costs we can't 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 taken
- 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 treatment
- Your travel costs for normal daily activities. For example, your travel to work, the shops or social functions
- Extra travel costs for your normal 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 support for travel assistance, such as 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
- The subsidy covers 50 per cent of the total taxi fare. Call 1800 623 724 or see their website www.transport.nsw.gov.au Go to: Community > Concessions and schemes > Taxi Transport Subsidy Scheme
- 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 www.nswcompanioncard.org.au
- 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 icare 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.

For more details see information sheet:

'How to request treatment, rehabilitation and care services'

This can be found on our website at www.icare.nsw.gov.au Go to injured or ill people > forms and resources > resources

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
- Kilometers driven in your own car. Reimbursement will be made at the latest rate in the *Motor Accidents Injuries Regulation 2017*.
- Kilometers 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 kilometers 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.

For detailed information on submitting an Expense claim form see the information sheet:

‘Completing an Expense Claim form’

This can be found on our website at www.icare.nsw.gov.au Go to injured or ill people > forms and resources > forms

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 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 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 icare 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: care-expenseclaim@icare.nsw.gov.au

Mail: 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 where required and in a timely manner
- send you a letter outlining services that taxi eTickets are 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 (such as travel / journey logs) for use of your car and/or public transport when submitting an Expense claim form
- Use taxi eTickets for approved treatment and rehabilitation journeys only
- Complete your travel log and submit it when all taxi eTickets have been used, and before requesting more taxi eTickets
- Be the only person to use the taxi eTickets. (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 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 the following may occur:

- Stop providing taxi eTickets and request you pay for taxis yourself and ask for reimbursement via an Expense form claim
- Establish a taxi account for specific trips approved by us
- 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