

## Travel to attend treatment and rehabilitation services

### What travel costs does icare lifetime care pay for?

We pay for:

- Your reasonable and necessary travel costs to and from pre-approved injury-related treatment and rehabilitation services.
- A support worker's travel costs to help you travel to pre-approved injury-related treatment and rehabilitation services, as part of an approved attendant care program. These travel costs can include mileage or public transport fares.

For details on what is considered 'reasonable and necessary' see information sheet: *What is 'reasonable and necessary' treatment, rehabilitation and care?* This can be found on our website at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au).

### What travel costs doesn't icare lifetime care pay for?

We can't pay for:

- Additional travel costs to pre-approved injury related treatment and rehabilitation services when you choose to use a different, more expensive option. (For example, we won't pay for a taxi if you're able to use public transport.)
- Your travel costs for normal daily activities. (For example, travel to work, the shops or social functions.)
- Additional travel costs for normal daily activities if you have to use a more expensive mode 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 has been identified that you require a support person to assist you to travel, such as your support worker.

### What options are there for travel that icare lifetime care doesn't pay for?

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](http://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](http://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](http://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.

## How are travel costs requested?

Your case manager may provide **icare lifetime care** with information about your travel needs and make a request for any costs for travel to and from treatment and rehabilitation services as part of your *My Plan*. 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](http://www.icare.nsw.gov.au)

You can also discuss your needs for travel directly with your **icare lifetime care** coordinator.

## How does icare lifetime care pay for my travel?

### Overall travel costs

Once your travel needs have been approved, we can pay for them by reimbursing your costs submitted on a *Participant Expense Claim* form, known as a *PEC*.

You can submit a *PEC* to us for the following costs associated with travelling to your injury-related 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](http://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 Compensation Regulation 2005. Note that kilometres will be checked for the most direct route using [www.whereis.com](http://www.whereis.com) or a similar trip calculator. 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 you can show that paid parking was required. You'll need to include the receipt.
- Tolls. You'll need to include your eTag statement.

For detailed information on submitting PECs see the information sheet: *Completing a Participant Expense Claim (PEC) form*. This can be found on our website at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

## Taxi travel

We'll 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.
- It is demonstrated that 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 coordinator.

## Travel costs for an attendant care provider

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

## What are icare lifetime care's responsibilities for my travel?

We'll:

- provide reimbursement of *PECs* in a timely manner.
- provide taxi eTickets in a timely manner.
- send you a letter outlining services that taxi eTickets are to be used for and the procedure for sending in your travel log.
- inform you of your responsibilities for travel.
- tell you what you can do if you don't agree with our decision about your travel.

## What are your responsibilities for travel expenses?

We expect you to:

- Only submit a *PEC* for reimbursement of approved treatment and rehabilitation travel costs.
- Provide receipts and supporting documentation for use of your own car and/or public transport with the *PEC*.
- 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 for travel expenses?

If we have a question about your travel expenses, we'll ask for further information from you and your case manager if you have one. If the matter can be resolved, no further action will be taken.

If the matter can't be resolved, we may:

- Stop providing taxi eTickets and then request you pay for taxis yourself and ask for reimbursement via a *PEC*.
- Establish a taxi account for specific trips approved by us.
- Decline a *PEC* if it's outside the approved travel amount or has no receipts.

You'll be advised in writing before any changes are made to how your travel is paid.