

Travel to attend treatment and rehabilitation services

What travel costs does Workers Care pay for?

We can pay for:

- ✓ **Your reasonably necessary travel costs** to pre-approved injury-related treatment and rehabilitation services.
- ✓ **An attendant care 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 include mileage or public transport fares.

For details on what is considered reasonably necessary, see **Information sheet W04: What is 'reasonably necessary' treatment and care.**

What travel costs does Workers Care not pay for?

We can't pay for:

- ✗ **Costs of alternate modes of travel.** These are extra travel costs to pre-approved injury-related treatment and rehabilitation services because you choose to use a different, more expensive mode of travel from that which we consider to be reasonably necessary (for example, we won't pay for a taxi if you've been assessed as able to use public transport).
- ✗ **Travel costs for normal daily activities.** Such as costs for travel to work, the shops or social functions.
- ✗ **Additional travel costs for normal daily activities,** where a more expensive mode of travel is required as a result of your accident (for example, if you previously caught the bus to work however now travel by taxi).
- ✗ **Travel costs for anyone other than you,** unless it has been identified that you require a support person to assist you for the journey, such as your attendant care worker.

What options are there for travel that Workers Care does not 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 go to: www.transport.nsw.gov.au Community > Concessions and schemes > Taxi Transport Subsidy Scheme.
- The **Companion Card**, which allows an eligible person's carer free entry into participating venues and events. It also includes many transport options. Call 1800 893 044 or email companioncard@nds.org.au

- Your **local community transport organisation** may provide low cost transport for people with limited private transport options. Go to: www.transport.nsw.gov.au Community>community-transport/community-transport-organisations
- **Private arrangement** with your attendant care provider to pay for mileage when using the attendant care worker's car.

How are travel costs requested?

Your case manager may provide Workers Care with information about your travel needs and make a request for any costs for travel to and from treatment and rehabilitation services. If you need attendant care worker support for travel to treatment and rehabilitation services, the costs for this support will be requested as part of your attendant care program.

For details on submitting a request, see *Information sheet W05: How to request treatment and care services*. You can also discuss your needs for travel directly with your coordinator.

How does Workers Care pay for my travel?

Once your travel needs have been approved, we can pay for them in a number of ways.

Reimbursing your costs submitted on a workers expense claim (WEC) form

You can submit a WEC form to Workers Care for the following costs associated with travelling to your injury-related treatment and rehabilitation services.

- **Public transport fares.** You'll need to attach the 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 *Workers Compensation Act 1987*. Note that kilometres will be checked for the most direct route using 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 it is demonstrated that paid parking was required). You'll need to include the receipt.
- **Tolls** (if required for a particular journey).

For more information about submitting WEC forms, see *Information sheet W10: Completing a workers expense claim (WEC) form*.

Providing you with taxi eTickets

We'll consider giving you taxi eTickets 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's demonstrated that taxi travel is the most cost-effective way to meet your travel needs.

Taxi eTickets are provided in limited numbers and the pick-up and destination points must be recorded in a travel log. You must keep a record of the taxi eTickets used in the travel log and submit this to us. Taxi eTickets are not considered a long-term option and are only provided when all other options have been considered.

Paying the attendant care provider

We pay attendant care providers directly for the approved travel costs of attendant care workers.

What are Workers Care's responsibilities for my travel?

We'll:

- inform you of the travel we'll pay for
- let you know what travel records we require
- reimburse workers expense claims for travel in a timely manner
- tell you what you can do if you don't agree with our decision about your travel.

What are my responsibilities for travel expenses?

We expect you'll:

- only submit a workers expense claim 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 workers expense claim
- use taxi eTickets for your approved treatment and rehabilitation journeys only
- return any unused taxi eTickets with the travel log
- make sure each taxi eTicket reflects the exact metered amount (no rounding up or tipping).

What happens if I don't meet my responsibilities for travel expenses?

If we have questions about your travel expenses, we'll ask for more information from you and your case manager. 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 ask you to pay for taxis yourself
- establish a taxi account for specific trips pre-approved by us
- decline a workers expense claim 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.

For more information or to contact the icare Workers Care Program

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