

# Workers Care Program

## Travel to attend treatment and rehabilitation services

### Travel costs we pay for

We can pay for:

- your reasonably necessary travel costs to and from 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 if you are unable to travel alone. These travel costs include kilometres or public transport fares
- pre-approved travel services, that is, travel expenses approved by your icare contact before you incurred them.

Information sheet: *W04: What is reasonably necessary treatment and care?* has details on what is considered reasonably necessary.

### Travel costs we cannot pay for

We are unable to pay for:

- extra costs where a more expensive option is chosen over a reasonably necessary service
- for example:
  - where public transport is considered appropriate but a taxi service is taken
  - travelling a long distance to see a service provider (e.g., physiotherapist) where a suitable 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 work 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 is known that you need support for travel (e.g., from a support worker).

### Other options for travel

You can investigate the following options for assistance with your travel costs for 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](#).
- the Community Transport Organisation is the NSW peak body that coordinates local community transport schemes. These local schemes 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) for more information.
- a private arrangement with your attendant care provider to pay for kilometres when using the support

worker's car

## Requesting travel costs

You or your case manager 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 *W05 How to request treatment, rehabilitation, 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 will 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 *Workers Compensation Act 1987*
- kilometres are checked for the most direct route and you will 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 when paid parking was required for your service. You will need to include the parking receipt
- tolls. You will need to include your eTag statement and details in a travel log

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://www.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 vouchers are given to workers. You will 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 vouchers 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 us at:** [care-expenseclaim@icare.nsw.gov.au](mailto:care-expenseclaim@icare.nsw.gov.au)
- **post your claim to:** Workers 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 vouchers where required and in a timely manner
- send you a letter outlining services that taxi vouchers are to be used for
- inform you of your responsibilities for travel
- let you know what you can do if you do not agree with our decision about your travel

### Your responsibilities for managing travel expenses include:

- provide receipts and supporting documentation for use of your own car and/or public transport with the expense claim form
- use taxi vouchers for approved treatment and rehabilitation journeys only
- be the only person to use the taxi vouchers. No one else is eligible to use these unless they are accompanying you for an approved journey

## What happens if I don't meet my responsibilities?

We will ask you or your case manager for further information if there are questions about your travel. If the matter cannot be resolved the following may occur:

- stop providing taxi vouchers 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 is 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.

Workers Care Program  
GPO Box 4052, Sydney, NSW 2001  
**General Phone Enquiries:** 1300 738 586  
Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)  
[www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)