

Travelling to Appointments for Treatment Services

The Lifetime Support Authority (LSA) will pay for 'necessary and reasonable' injury related treatment, care and support for participants of the Lifetime Support Scheme.

What travel costs does the LSA pay for?

The LSA can pay for:

- Your travel costs, where necessary and reasonable, to allow you to attend your pre-approved treatment, care and support services.
- Your attendant care worker's travel costs (mileage or public transport fares) to help you travel to pre-approved treatment, care and support services.

The LSA will fund the use of your own vehicle, public transport cost or taxi travel where necessary and reasonable, so you can attend treatment, care and support services.

What travel costs does the LSA not pay for?

The LSA cannot pay for:

- Travel costs to pre-approved treatment, care and support services where you choose to use a mode of travel over and above what the LSA considers necessary and reasonable (for example, the LSA will not pay for a taxi if you've been assessed as capable of accessing public transport).

- Your travel costs for normal daily activities (for example, travel to work, shops or social functions).
- Travel costs for anyone other than you (unless you are pre-approved to be accompanied by an attendant carer).

What options are there for travel that the LSA does not pay for?

The LSA can assist you to investigate the following options for assistance with your travel costs to normal daily activities:

- Public transport concessions (for example, Companion Card, Seniors Card, State Concession Card)
- Local council and community transport programs
- You may be eligible for the mobility allowance (available for people who cannot use public transport without substantial assistance). Contact the Department for Human Services www.humanservices.gov.au
- You may be eligible for tax concessions when you buy, lease or modify a car with medical aids and appliances (contact the Australian Tax Office www.ato.gov.au).

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How are travel costs requested?

Your Service Planner will assist you, your family or service provider to submit a request for the necessary and reasonable travel costs and/ or attendant care worker support required to attend your pre-approved treatment, care and support services. For details see *Information Sheet P5: How to Access Treatment Care and Support*.

How does the LSA pay for my travel?

Once your travel needs have been approved, the LSA can pay for them by:

- reimbursing your travel costs
- providing you with taxi vouchers
- approving paying for travel with your attendant care worker.

What are my responsibilities for my travel?

The LSA expects you to:

- seek approval from the LSA to enable reimbursement for appropriate travel expenses
- provide receipts and supporting documentation for the use of your own vehicle
- use taxi vouchers for approved treatment, care and support journeys only
- be the only person to use the taxi voucher. No other person is eligible to use the LSA's taxi voucher unless they are accompanying you for an approved journey
- ensure the taxi voucher reflects the metered amount with no rounding up or tipping.

What are the LSA's responsibilities for travel?

The LSA will:

- provide reimbursement of your expenses in a timely manner
- provide taxi vouchers in a timely manner
- inform you of your rights and responsibilities for travel
- inform you of the LSA's dispute process. For further information see *Information Sheet DC2: Resolving Disputes about Treatment, Care and Support Needs*.

For more information contact the Lifetime Support Authority.