

# Emergency travel

## Emergency travel cost reimbursement

If you have a close family member who has been seriously injured or killed in a motor vehicle accident, you may be able to claim the reasonable expenses for emergency travel to be near them or to make arrangements for their funeral.

Close family means the spouse, parent or child of the person injured or killed. If the person injured or killed has no spouse, parent or child, a sibling, grandparent, grandchild, uncle or aunt may apply for reimbursement for Emergency Travel.

Emergency Travel cost reimbursement is available in the following circumstances:

- Distance travelled for the journey is at least 500kms, within Australia by air, car, bus or train.
- The accident occurred in the Northern Territory (NT).
- If the accident occurred interstate, an NT registered vehicle was involved and the injured person was a resident of the NT at the time of the accident.

## Reimbursement for travel related expenses

Emergency Travel expenses may also cover reasonable costs incurred throughout the journey such as fuel and accommodation. For further information please talk to a MAC Claims Officer.

## How much can be reimbursed?

The maximum amount available for reimbursement is calculated when the accident occurred and the rate is reviewed annually on 1 January. Please contact TIO to discuss the current rate available and how we can assist you with this reimbursement.

If more than one close family member applies for benefits and the total exceeds the maximum reimbursement, the total reimbursement amount will be shared equally between the parties.

## What else do I need to know?

TIO will process any request for reimbursement 30 days following the accident to allow for all close family members who required emergency travel to lodge their reimbursement applications.

## Contact

Phone: 1300 493 506  
 Monday to Friday, 8.30am-5pm  
 Email [mac@tiofi.com.au](mailto:mac@tiofi.com.au)