



### About the Initiative

The Aboriginal Funeral Transport “Sorry Business” initiative provides assistance with transport for isolated and disadvantaged Aboriginal communities throughout New South Wales, including metropolitan Sydney, to attend funerals.

Please note that this initiative is not intended to be the primary source of funds for the transport provided but rather a source of funds to enable transport to be undertaken where, despite all efforts, there are insufficient resources to undertake the travel and the travel is not local.

### Applicants - Frequently Asked Questions

#### What funding options am I entitled to under the Initiative?

Transport for NSW will support 100% of the cost of return tickets for individuals and groups travelling to a funeral using an existing public service e.g. NSW Trainlink.

Generally, private transport will only be provided for groups of eight (8) or more people travelling in the same vehicle at which Transport for NSW will fund no more than 50% of the overall cost. Buses provided at no cost are valued and taken into consideration when processing an applicant’s claim. The cost of accommodation and meals will not be considered when claiming transport costs.

Fuel assistance can also be accessed via an Organisation at no more than 50% of the cost. Applications for fuel are managed on a case by case basis and will need to be approved by Transport for NSW. Please contact MTS to see if you are eligible to access this service.

#### What information do I need to provide when making an application?

Applicants will be asked to provide evidence of the funeral they are attending alongside the dates of travel, number of people travelling and destination. This applies to all funding options.

Accepted forms of evidence include a copy of the funeral notice or funeral provider details. As of 1 July 2016, if this evidence is not provided, as per the guidelines set by Transport for NSW, assistance will not be provided.

**Will attendance to local funerals be covered by the Sorry Business fund?**

No, not if the travel is less than 25 kilometres. Please contact your local Community Transport service provider who may be able to provide support to attend a local funeral. Trips where travel is within the transport network where the Opal card is used, costs will not be covered by the fund.

**How do I make a claim for Bus Hire or Fuel?**

Applicants need to attend a local Organisation who may be able to obtain funding assistance. If they are able to assist, they will then submit the application on your behalf and MTS will reimburse the amount approved. Unfortunately MTS cannot make payments directly into personal bank accounts.

It is the responsibility of the Applicant to obtain a quote for bus hire and confirm that they will be able to pay for 50% of the cost. This quote will need to be provided alongside the Application Form in order for the application to be considered.

**What is the funeral transport turnaround period?**

Public tickets may be collected immediately from your nearest bus/train station.

For bus hire, please contact MTS prior to finalising your bus hire to confirm how much of the cost will be funded by Sorry Business. Please allow up to 3 days for review. Only 50% of the quote will be funded and will be paid to the Organisation or Company directly.

**Does the Initiative cater to individuals in wheelchairs?**

No. This funding does not cover the cost of a disabled taxi service, there are public transport options that MTS are able to help with; however MTS can provide you with the phone number of your nearest Community Transport provider who may be able to assist you.

**What will happen if I need to get to an out of area funeral, however the cost to get from the closest train station to this destination cannot transfer?**

You will need to contact your Local Community Transport Provider to assist in arranging transport to the closest train/bus station. If you do not have their contact details, please contact MTS who will be able to provide this information for you. MTS can then arrange public transport to your destination (pending availability).

**If a bus is provided at no cost to attend a funeral, what funding options am I entitled to?**

Applicants can apply for \$100 for an 8-11 seater bus or \$200 for a 12 or more seater bus per driving day.

### **What will happen if I do not have a driver?**

If you do not have a driver you have an option of brokering the entire bus (bus, driver and fuel). This should be included in the quote that you provide. This will be costed at 50%, no exceptions.

### **If I need to go to multiple funerals the same week/end with a total distance return of about 1673km. What can I be approved for?**

This will be managed on a case by case. You will need to contact MTS and provide information regarding your circumstances.

### **If I am approved for fuel, how much of the cost will be funded?**

In the instance of Remote and Isolated Aboriginal people travelling to destinations where no bus and public transport is available, 50% of the total fuel cost will be covered pending approval from TfNSW. If public transport options are available, you will not be able to claim for this type of assistance.



## **Organisations - Frequently Asked Questions**

### **My Organisation is able to assist an Applicant, what paperwork do I need to complete?**

Please see the attached Application Form or contact MTS for a copy. They will be happy to discuss this with you and answer any questions you may have.

### **What is the funeral transport payment turnaround period?**

Organisations are required to submit the paperwork prior to the date of travel to ensure that the necessary reviews and approvals take place. **Please do not release any funds to the Applicant until you have received written approval from MTS.** Please ensure your invoice is submitted in a timely manner once approval is given and reimbursement will then be made available within 10 business days. Applications received after the dates of travel with no prior approval from MTS may not be approved for payment.

### **If my Organisation is able to provide fuel vouchers, will we be fully reimbursed if we provide an invoice?**

All applications for reimbursement must accompany an invoice. If your Organisation is able to provide fuel vouchers for 50% of the calculated cost of the trip, MTS will reimburse you provided that the requisite Application Form and invoice is provided.

