

FACT SHEET

Defined Benefits Information Service (DBIS)

Have you recently been injured in a motor vehicle accident?

People injured in a motor vehicle accident in the ACT are entitled to apply for benefits under the ACT's new Motor Accident Injuries Scheme (MAIS) to help them recover - no matter who was at fault in the accident.

The benefits available under the MAIS include coverage for treatment and care costs for injuries sustained in an accident, and lost income payments for up to five years.



Where can I get help to understand what benefits I'm entitled to?

Care Inc., through the Consumer Law Centre, provides the free Defined Benefits Information Service (DBIS). The DBIS provides information by phone and in person to people making an application under the MAIS.

What can the DBIS help me with?

- **Information on how the scheme operates**, including the defined benefits available, the time limits for making an application and the process of making an application
- **Limited legal advice about processes and procedures under the scheme**, including options and time limits for pursuing an internal review or appeal to the ACT Civil and Administrative Tribunal (ACAT) if you're not happy with an outcome
- **Referrals for further advice** if your matter is complex, including where legal representation may be required, or where you need advice about workers compensation or a common law claim.
- **Appropriate referrals to other support or legal services** for other issues identified during your conversations with our team.

The DBIS is an information and general advice service.

We do not represent clients in ACAT or other forums.
We also do not provide legal advice in relation to workers compensation, common law claims or claims under the previous CTP scheme (for accidents prior to 1 February 2020).

We can however refer you to the right services and supports to get this assistance.

If you aren't sure whether your query is within the scope of our service, please get in touch. Our team will provide what information we can and make referrals to appropriate service providers where we cannot help.



How can I contact the DBIS?



You can contact the DBIS by phoning:

1300 209 642

We operate from 9am to 5pm Monday to Friday (except public holidays).

If you need assistance from an interpreter, a translation service is available through the Translating and Interpreting Service (TIS National), which can be accessed by 131 450

Information Service operations in response to COVID-19

Please note that the DBIS will continue to operate throughout the shutdown of services that has occurred as a response to the COVID-19 virus.

We can provide advice and help over the phone to people accessing entitlements under the Motor Accident Injuries scheme.

Unfortunately, the Consumer Law Centre office will be closed to face-to-face appointments at this time.

Where to get more information

- **Motor Accident Injuries Scheme**
www.act.gov.au/maic
- **CTP Insurance Scheme**
www.act.gov.au/ctp
- **ACT Law Society**
(02) 6257 1437
www.actlawsociety.asn.au

If you are distressed as a result of you or a family member being involved in a motor accident, you may wish to contact your GP, social worker at the hospital, or a counselling service such as **Lifeline (13 11 14)**.



We welcome feedback on your experiences with the DBIS.

You can give us your feedback by contacting the DBIS Telephone Service on **1300 209 642** or by sending your feedback in writing to DBIS@carefcs.org or PO Box 763, Civic Square, ACT, 2608