2025 Bali Commemoration Services – Travel Assistance Payment

Frequently Asked Questions – September 2025

What is the purpose of this grant program?

The 2025 Bali Commemoration Services – Travel Assistance Payment has been developed to help victim-survivors, families and first responders of the 2005 Bali bombings attend a Commemoration Service (event) in either Newcastle, Australia or in Bali, Indonesia.

Attendees can apply for a payment towards the costs of your travel to either the Newcastle Commemoration Service or the Bali Commemoration Service.

Claims can be submitted after you have attended the event. Payments will be made within 7 days of the claim being granted.

Further information, including the grant guidelines can be found on [GrantConnect](https://www.grants.gov.au/Go/Show?GoUuid=f1ad2e24-888a-41dc-954a-e04041ffe8c3). The Grant ID is GO7907.

How much is the travel assistance payment?

Newcastle Commemorative Service

If you meet the requirements and have attended the Commemorative Service in Newcastle, Australia, you will get:

* A one-off payment per person (and each dependent child) towards the cost of travel as per the table below.
* Payments are for travel within Australia only.

| **State/territory of departure** | **Amount to be paid to each person (and each dependent child) travelling from each state** |
| --- | --- |
| VIC | $700 |
| ACT | $600 |
| NSW (within Central Coast and Hunter Regions) | $150 |
| NSW (outside Central Coast and Hunter Regions) | $600 |
| QLD | $600 |
| SA | $1,000 |
| WA | $1,400 |
| TAS | $1,300 |
| NT | $1,300 |

Bali Commemorative Service

If you meet the requirements and have attended the Bali, Indonesia event, you will get:

* A one-off payment of **$2,000** per person (and each dependent child) to help towards the cost of travel to attend the Commemorative Service in Bali.
* This travel must be from Australia.

Who is eligible for this payment?

To be able to get this payment, you must be any of the following:

* A family member of someone who died in the 2005 Bali bombing. Family members can include:
	1. parents, step-parents, spouses/partners, siblings and children or stepchildren of an Australian victim who has died (and, if applicable, their spouse/partner, where the family member requests this as essential for their emotional support)
	2. the dependent children or step-children of family members listed in a.
	3. If you are the only family member representing someone who died in the 2005 Bali bombing, you may select one other person to accompany you.
* Australians seriously injured in the 2005 Bali bombings and their family, including:
	1. the partner and/or dependent children of someone seriously injured in the 2005 Bali bombing, **or** one close relative of a seriously injured Australian.
	2. A carer or support person for someone seriously injured, if needed for medical reasons, and if no other family member who is attending can provide such support.
* For Australians seriously injured in the 2005 Bali bombings who have since died:
	1. the partner at the time the person died and the dependent child/children travelling with the partner.
* For first responders who provided assistance (initial emergency care) at the 2005 Bali bombings.

What are the conditions for this payment?

* You must be an Australian citizen or permanent resident.
* You must be at least 16 years of age on 1 October 2025 to submit a claim.
* You must submit your own claim unless you’re a dependent child. Dependent children should be included in the claim of the parent or legal guardian.
* You must have an Australian bank account.
* To receive a support payment to attend the Bali Commemorative Service, you must live outside of Indonesia and travel from Australia.
* To receive a support payment to attend the Newcastle Commemorative Service, you must travel from within Australia.
* You must have registered your in-person attendance at either the Bali or Newcastle Commemorative Service.
* If you tried to attend the service but were unable to, you may still be able to receive a support payment. Proof you tried to attend an event must be submitted with the claim.

When do I need to submit a claim?

You can claim the payment from 1 October until 11:30pm AEDT on 28 November 2025 via Services Australia.

Claims submitted after 28 November 2025 will not be considered.

How do I claim the Travel Assistance Payment?

Complete the claim form available from 1 October 2025 on the Services Australia website.

For your payment to be made as quickly as possible, please make sure you read the claim form closely and provide all information needed. All sections of the form must be completed.

Each person aged 16 or older should complete their own claim form. If you are claiming for a dependent child you will add them to your claim form.

You can also claim by calling Services Australia on 1800 402 255. If you are outside Australia, call +61 3 6221 6726.

Services Australia will provide payments on behalf of the Department of Foreign Affairs and Trade (DFAT).

Services Australia may request you to lodge additional documents that prove your identity, residence status, travel expenses incurred, employment at the time of the 2005 Bali bombings, and/or link to the Australian victim.

I have questions about the application form.

If you have any questions between 1 October and 28 November 2025, please contact Services Australia by calling

1800 402 255. If you are outside Australia, call +61 3 6221 6726.

I have questions about eligibility.

If you have any questions between 1 October and 28 November 2025, please call Services Australia on

1800 402 255. If you are outside Australia, call +61 3 6221 6726. Before or after these dates, you can email the Department of Foreign Affairs & Trade at balicommemoration2005@dfat.gov.au.

Do I need to provide records of my travel to Services Australia?

Services Australia may need you to provide proof of travel to receive a payment. You should keep original receipts for accommodation, ground transport costs and/or flights related to attending the event for 5 years. Your records may be audited by the Australian Government. It is not necessary for you to send receipts to Services Australia, unless you are asked to do so. Travel costs will not need to be acquitted.

What happens if I attempt to travel but I don’t make it to the event?

You are still able to submit your claim to Services Australia. You should keep proof of intended travel, such as original receipts for flights, insurance and/or accommodation. Services Australia may ask you to provide these receipts.

What if I’m not listed to be eligible for this payment?

You can submit a claim with Services Australia – an officer may contact you to understand your situation and assess whether you can receive a payment. Services Australia may ask the Department of Foreign Affairs and Trade (DFAT) to make the final decision.

When will I find out the outcome of my claim?

*Services Australia will start assessing claims after the claiming period closes on 28 November 2025. They may contact you if they need more information to assess your claim.*

How will I find out the outcome of my claim?

Services Australia will let you know the result of your claim by letter. There will be no written grant agreement for the payment. If your claim is successful, Services Australia will pay you within 7 days of granting your claim.