



INFORMATION SHEET

Treatment, care and support provided by the National Injury Insurance Scheme, Queensland

The National Injury Insurance Scheme, Queensland (NIISQ) provides necessary and reasonable treatment, care and support for participants who sustain eligible serious personal injuries in a motor vehicle accident in Queensland on or after 1 July 2016.

Refer to our Overview and Eligibility information sheet on our website niis.qld.gov.au for more information about the Scheme and eligible serious personal injuries.

Treatment, care and support we pay for includes:

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Medical and pharmaceutical treatment (e.g. doctor's appointments, medication)
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Dental treatment
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Rehabilitation (e.g. physiotherapy, occupational therapy, speech therapy)
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Attendant care and support services (e.g. personal care and domestic services)
- 

Aids and appliances (e.g. wheelchairs) other than ordinary personal or household items
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Prostheses
- 

Educational and vocational training
- 

Home and transport modifications (e.g. ramps or bathroom rails)
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Respite care
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Ambulance transportation.

There is no one-size-fits-all approach as serious personal injuries affect everyone differently and their needs change over time. That's why treatment, care and support will be tailored to the individual, taking into consideration their unique and personal circumstances, and their personal goals.

While you are a participant of NIISQ, the National Injury Insurance Agency, Queensland (NIISQ Agency) will pay for the treatment, care and support you need, as long as it relates to your motor vehicle accident injury and it is necessary and reasonable.

What is necessary and reasonable?

In determining whether treatment, care and support needs are necessary and reasonable, the NIISQ Agency must consider the following:

Benefits to the participant

- Likely to maximise their independence
- Improve their ability to conduct daily activities, participate in the community or employment
- Assist them manage their injury
- Assist them meet their individual goals
- The service has measurable outcomes
- The benefits outweigh any risks.

Appropriateness of the provider

- Appropriately qualified and experienced
- Where required for particular services, is a registered provider with the NIISQ Agency
- Is appropriate based on the participant's location, age, culture and ethnicity
- Is acceptable to the participant
- Has no conflict of interest providing treatment, care and support.

Appropriateness of services

- Consistent with other services provided
- Consistent with current clinical practice
- In-line with industry best practice
- Relates directly to the person's individual goals and future needs
- Services are not harmful to the person
- Services are not already provided
- There is evidence the treatment, care and support services are effective.

Cost effectiveness

- The benefits and expected outcomes outweigh the costs
- The cost is reasonable and comparable to other providers
- No other services would achieve comparable outcomes and alternative options have been considered
- The service is best provided through NIISQ Agency and not provided more appropriately via other service delivery and support systems.

What is not covered?

Treatment, care and support generally not covered under NIISQ includes:


- Services for injuries or medical conditions not related to the motor vehicle accident
- Wages/economic loss, and pain and suffering payments (if eligible, a common law claim can be made through the existing CTP scheme where fault can be established against another driver)
- Ordinary living costs including rent, utilities, and personal or household items (for example an air conditioner, a laptop, linen, a mobile phone, a personal computer or a washing machine)
- Child minding
- Services provided by a person who is not a registered provider, where required under the National Injury Insurance Scheme (Queensland) Act 2016
- Capital items such as houses or cars
- Treatment, care and support for someone other than the participant
- Transport costs other than to attend approved treatment and rehabilitation services
- Services as part of a medical trial or on an experimental basis.

The information provided in this document is for general information purposes only and does not constitute legal advice or recommendations and should not be relied upon as such. Any reference to injuries refers to eligible, serious personal injuries as defined in the National Injury Insurance Scheme (Queensland) Act 2016 and Regulation 2016 (the legislation). Please refer to the legislation for full details about the National Injury Insurance Scheme, Queensland.

NIISQP2V5 – last updated 20201203

More information

For more information or to obtain copies of information sheets, contact the NIISQ Agency:

 1300 607 566

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