

GUIDELINE

Participant support when away from home

Background

The NIISQ Agency will generally consider funding the treatment, care and support a participant requires when away from home that is:

- required because of the eligible motor vehicle accident injury or injuries;
- necessary and reasonable in the circumstances.

This guideline does not apply to participants who are in hospital, respite or an inpatient rehabilitation facility.

No attendant care and support required

For participants who do not require attendant care and support (AC&S) whilst away from home, the NIISQ Agency requires notification of other injury-related travel needs at least two (2) months prior to the intended travel date. NIISQ considers that other reasonable injury-related travel needs may include:

- hire of assistive technology (i.e. hire of shower chair) if it is not reasonable to transport equipment from the participant's home to their destination
- larger consumables order (i.e. larger order required due to being away from home for an extended period)

Attendant care and support required

If the participant requires AC&S whilst away from home, reasonable notice must be given to the NIISQ Agency so that arrangements can be made to ensure care needs can be met. The NIISQ Agency considers a reasonable notice period to be at least three (3) months prior to the intended travel date.

The NIISQ Agency requires documentation of the care needs of the participant and the level of care being requested. The NIISQ Agency may consider funding up to the assessed level of care need.

Where possible, the NIISQ Agency will assist with sourcing an appropriate attendant care and support provider in the participants intended location. When a participant wishes to travel with their usual attendant care and support worker, the participant's travel arrangements should be negotiated directly with the AC&S provider.

What the NIISQ Agency doesn't fund

NIISQ Agency will generally not pay for:

- transportation costs (incl. but not limited to plane, train, ferry, bus, hire car);
- support related to international travel;
- additional care hours in excess of the documented care need;
- costs associated with the AC&S worker travelling with the participant;
- recreational activities and equipment;
- tourist attraction entrance fees;
- holiday expenses such as meals and accommodation;
- travel insurance, immunisations, passports or visas.

The information provided in this document is a guideline only and is for general information purposes and is subject to change and does not constitute legal advice or recommendations. It should not be relied upon as constituting legal advice or a recommendation or as applicable to specific circumstances. Please refer to the *National Injury Insurance Scheme (Queensland) Act 2016 and Regulation 2016* for more details about the National Injury Insurance Scheme, Queensland.

Guideline for Participant support when away from home V1 -20191014

More information

For more information contact the NIISQ Agency: