

Review of decisions about necessary and reasonable treatment, care and support

There is no one-size-fits-all approach under the National Injury Insurance Scheme, Queensland (NIISQ) as serious personal injuries affect everyone differently and needs can 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 goals.



Refer to our Treatment, care and support information sheet on our website niis.qld.gov.au for more information about what we pay for and what is generally not covered.

What is generally not covered under NIISQ?

To ensure a level of consistency among all participants some treatment, care and support services are not covered under NIISQ, including:

- 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 Compulsory Third Party scheme where fault can be established against another driver)
- Ordinary living costs including rent, utilities, holiday travel and accommodation costs, 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 this is 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.



What if I disagree about a decision relating to treatment, care and support?

You may disagree with us on a decision we have made about your treatment, care or support needs funding.

It is ok if you don't agree and it won't affect how we work with you. Only the injured person (or someone acting on their behalf) can request a review about treatment, care and support decisions.

We want to help resolve any disagreement you might have about your treatment, care and support as quickly as possible. We would encourage you to

first talk to your Support Planning team member who might be able to find a solution. If you are agreeable, your Support Planning team member may contact others involved in your care such as your family, your care agency or your health provider to discuss the issue.

If we can't resolve things informally, you have the right to request a review of our decision about your treatment, care and support. Reviews can only be requested if there is a refusal to fund treatment, care or support or an approval with conditions.

Internal Review

If you don't agree with our decision about treatment, care and support you can request an internal review of the decision. This will be conducted by a senior person within the National Injury Insurance Agency Queensland (NIISQ Agency) who did not make the original decision.

You must request this review within 28 days of the NIISQ Agency's original decision on the Internal Review Application Form available at niis.qld.gov.au.

Decisions about treatment, care and support services are made based on the 'necessary and reasonable' criteria, which is summarised on our Treatment, Care and Support Information Sheet on our website niis.qld.gov.au.

It is recommended you consider this criteria when preparing your review application.

The process for internal reviews is:

1. NIISQ Agency makes its original decision about your treatment, care and support
2. You receive a notice advising you of the NIISQ Agency's original decision
3. If you don't agree, you have 28 days to request an internal review. Complete the Internal Review Application Form found on our website niis.qld.gov.au and submit it to the NIISQ Agency.
4. NIISQ Agency will review the original decision within 28 days. Extensions may occur if further information is required
5. NIISQ Agency lets you know the internal review decision within 14 days of making the decision.

External Review

You must request an internal review before you request an external review of the decision about treatment, care and support services.

The internal review decision notice from the NIISQ Agency includes specific information about how to apply for an external review of the relevant decision.

If you are not satisfied with the internal review decision, you can apply for an external review of the decision with the Queensland Civil and Administrative Tribunal (QCAT).

You will need to complete a QCAT application and lodge the application with QCAT within 28 days of receiving the internal review decision.

Further information can be found on the qcat.qld.gov.au website.

More information

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

 1300 607 566

 enquiries@niis.qld.gov.au

niis.qld.gov.au

The National Injury Insurance Agency, Queensland (NIISQ Agency) collects and handles information in accordance with the *National Injury Insurance Scheme (Queensland) Act 2016*, the *National Injury Insurance Scheme Queensland Regulation 2016* and the *Information Privacy Act 2009*. You are able to gain access to the personal information held by the NIISQ Agency as provided by the *Information Privacy Act 2009*.