NIISQ

National Injury Insurance Scheme, Queensland

Treatment, care and support guideline 10

# Home modifications guideline

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# Definitions

*Defined terms are shown throughout in bold underlined text when they first appear.*

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| **Home assessment report** | includes:<br>• a report prepared by a NIISQ-approved home modifications adviser which includes a completed home modification functional assessment report<br>• a report or advice provided by a NIISQ-registered Building Project Manager, builder or other suitably-qualified provider approved by the NIISQ Agency. |
| **Home automation** | is the use of one or more devices to control functions and features in a residence through a mobile application and/or a voice-controlled hands-free device. |
| **Home modifications** | include changes to the structure, layout and fittings of a participant's residence that are required to enable a participant to safely access and move around frequently used areas in their residence as a result of their accepted injury, or accepted injury-related disability, undertaken by a registered provider. |
| **Illegal structure** | is a structure that is **any** of the following:<br>• requires approval by a local planning authority but is not, or cannot be approved<br>• is not permitted under applicable Australian Commonwealth, State or Territory laws. |
| **Local planning authority** | is any council, shire, or authority (however named) that has responsibility for approving building works, including where building works may be certified by a private certifier. |
| **Major home modifications** | are home modifications that meet **any** of the following:<br>• have a total project cost of $20,000 (including GST) or more<br>• require structural changes or requires approval from a local planning authority<br>• do not meet the definition of minor home modifications. |
| **Minor home modifications** | are home modifications that meet **all** of the following:<br>• have a total project cost of less than $20,000 (including GST)<br>• do not require structural changes or approval from a local planning authority<br>• can be made in circumstances where the NIISQ Agency has not identified any environmental barriers (see: Assessing environmental barriers). |
| **MyPlan** | means a support plan prepared by the NIISQ Agency and approved under section 26 or amended under section 27 of the *National Injury Insurance Scheme Act (Queensland) Act 2016*. |

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| **NIISQ-registered building project manager** | is a person who meets all of the following:<br>• is appropriately qualified<br>• is registered as a NIISQ service provider. |
| **NIISQ-approved home modifications adviser** | is a person who meets all of the following:<br>• is appropriately qualified, including registration in Australia as an occupational therapist and has experience in providing professional advice in relation to home modifications for people with complex support needs<br>• is approved by the NIISQ Agency to provide advice to the NIISQ Agency about the participant's treatment, care and support needs for home modifications. |
| **Residence** | means a unit, house, townhouse or other building that is legally habitable. |
| **Scope of works** | means a completed scope of works in the form approved by the NIISQ Agency and includes a completed home modification functional assessment report that has been approved by the NIISQ Agency. |
| **Transitional accommodation** | is accommodation that is only required by the participant while home modifications are being completed. |
| **Transitional home modifications** | are minor home modifications or major home modifications which enable a participant to return to their residence – these modifications are essential modifications which can be completed quickly while further home modifications are being completed or will be completed. |
| **Written funding approval** | means an approval in the form required by the NIISQ Agency. |

# Supporting participants who need home modifications

The NIISQ Agency will assess a participant's needs for (or relating to) **home modifications** for their **residence** and will fund home modifications in accordance with the *National Injury Insurance Scheme (Queensland) Act 2016*, the *National Injury Insurance Scheme (Queensland) Regulation 2016*, this guideline, and other relevant guidelines.

There is a plain language version of this guideline which is shorter and uses simpler words. To access it, view MyGuide 10 – Changes to your home.

The assessment of a participant's support needs for home modifications may include:

- assessing the participant's short-term living arrangements, as well as their long-term living arrangements
- exploring accommodation options with a participant as a part of preparing their **MyPlan**
- assessing accommodation options which best suits the participant's treatment, care and support needs
- supporting the participant to pursue the most appropriate option which may include funding home modifications.

The participant is central in all decision-making processes relating to their home modifications. The participant should agree with any proposed modifications identified as necessary and reasonable, treatment, care and support needs.

This guideline should be read in conjunction with the:

- Necessary and reasonable guideline
- Assistive technology and consumables guideline
- Attendant care and support services guideline.

## Approval is required for all home modifications

For home modifications to be funded under the NIISQ there must be a **written funding approval** before any building works commence.

The NIISQ Agency will not fund anything in relation to works done without a written funding approval.

## Participant-centred approach to support

The NIISQ Agency will work directly with participants and may fund **transitional home modifications**, **minor home modifications**, and **major home modifications**.

Where there is evidence that a participant's level of functioning is likely to change or improve, the NIISQ Agency may approve temporary assistive technology (see: Assistive technology and consumables guideline), transitional home modifications or other supports (as appropriate) to ensure that the participant's treatment, care and support needs are met.

The NIISQ Agency may also support participants in other ways, including funding expenses relating to their relocation to a more suitable residence, or funding temporary, transitional accommodation while home modifications are occurring.

The approach taken by the NIISQ Agency takes into account factors unique to rental, family-owned residences, and participant-owned residences, with the assessment of a participant's treatment, care and support needs focusing on any goals identified by the participant, in addition to their abilities and limitations.

## Home modifications must be necessary and reasonable

The *National Injury Insurance Scheme (Queensland) Act 2016* and the *National Injury Insurance Scheme (Queensland) Regulation 2016* describe how the NIISQ Agency decides whether a treatment, care and support need is necessary and reasonable and can be funded.

The NIISQ Agency has published a guideline which explains how it decides whether a support is a necessary and reasonable, treatment, care and support need (see: Necessary and reasonable guideline).

When the NIISQ Agency is assessing prospective home modifications to decide whether the home modifications are necessary and reasonable, it will give particular attention to the following:

- whether the home modifications will help the participant achieve any goals identified by the participant, and/or outlined in their MyPlan
- the short and long-term impact of the participant's accepted injury, including whether the injury or injury-related disability restricts or prevents the participant from accessing their residence and/or being able to utilise existing standard fittings and facilities
- whether the need for home modifications relates to their accepted injury
- whether the home modifications will increase the participant's independence, reduce the participant's need for other kinds of supports (such as attendant care) and facilitate participation in the community
- whether the home modifications will promote the safety of the participant, family members and attendant care workers
- whether the home modifications will assist the participant in managing their accepted injury
- whether the participant's need for home modification is unlikely to change over a considerable period of time
- whether the proposed home modifications are cost effective relative to the benefits which the home modifications may have for the participant.

When a participant may require home modifications, the NIISQ Agency will first assess the need for home modifications. This assessment will inform the NIISQ Agency's decision regarding any necessary and reasonable home modifications.

The NIISQ Agency will assess whether home modifications are necessary and reasonable based on all available and relevant information.

The NIISQ Agency may require other information or reports not referred to in this guideline but are determined by a NIISQ Agency delegate to be relevant to a decision to fund home modifications.

Before funding any home modifications, the NIISQ Agency will assess a participant's support needs, which includes a consideration of any goals identified by the participant, including their medium- and long-term requirements for home modifications, and may fund support to assist the participant with transitional modifications while suitable longer-term accommodation is found, which may be suitable for modification (see: When a participant relocates to another residence).

## Compliance with building laws

Home modifications funded by the NIISQ Agency for NIISQ participants are subject to the *Building Act 1975* and *Building Regulation 2021*, which includes compliance with the Queensland Development Code.

Non-compliance with building laws may result in uncertified building work and may impact on the value and insurability of the property.

## Assessment of the need for home modifications

To understand a participant's needs for home modifications, the NIISQ Agency requires a **home assessment report** provided by a **NIISQ-approved home modifications adviser**, and where required, other relevant service providers.

The home assessment will include:

- the participant's current level of functioning
- the participant's estimated long-term needs
- proposed environmental requirements
- identification of environmental barriers or constraints relating to the accepted injury, including all options to overcome these barriers or constraints
- advice on the overall suitability of a residence for modification and alternatives if a residence is assessed as not suitable for modification.

Advice for home modifications from the NIISQ-approved home modifications adviser must include clinical and practical justification as to why home modifications are necessary and reasonable in the home modification functional assessment report form available on the NIISQ website, including the outcomes to be achieved and the feasibility of the proposed home modifications compared with alternatives.

The clinical justifications must make reference to the relevant codes, Australian Standards and Australian design rules where appropriate.

Assessing a participant's treatment, care and support needs is done in collaboration with the participant, their family and/or other informal supports, and providers. The NIISQ Agency may also need to understand a participant's entitlements or eligibility for support under other service systems (for example, Specialist Disability Accommodation under the National Disability Insurance Scheme or housing assistance from the Queensland Government).

### Identifying environmental barriers

The NIISQ Agency will consider environmental barriers or constraints in assessing a participant's need for home modifications, such as:

- permissions required from an owner's corporation or body corporate for any home modifications
- whether there is significant work required to a wet area in the residence
- whether the proposed home modifications require removal of asbestos, or where unconventional construction techniques have been used in the residence (for example, mudbrick, pole house, modified shipping container)
- whether there are requirements for mitigation works to address a significant risk of a natural disaster occurring (for example, significant flood risk, bushfire risk, cyclone risk)

- whether the residence is in a remote location, or has difficult or restricted access
- where there are other complicating factors, including identified barriers to engaging with involved persons such as landlords, co-tenants etc.

The above factors do not limit the matters that the NIISQ Agency may consider to be an environmental barrier or constraint.

## Assessing whether a residence can be modified

The factors which are relevant to deciding whether a residence is suitable for modification include:

- whether modifications will cost an excessive amount of money relative to the benefits to the participant
- whether the modifications will enhance the safety of the participant, family members and attendant care workers
- whether home modifications will or are likely to result in an **illegal structure** (see: Home modifications that are generally not funded by NIISQ Agency)
- any structural or environmental constraints such as size, surrounding terrain and condition of the residence (see: assessing environmental barriers).

Approval from a local planning authority is required before the NIISQ Agency will fund any home modifications.

### Where a residence is not suitable for modification

If the NIISQ Agency decides that the participant-owned residence is not suitable for modification, the NIISQ Agency may assist the participant by funding:

- professional assistance to locate an appropriate residence (see: when a participant relocates to another residence)
- transitional home modifications in either location in advance of minor or major home modifications in their new residence (see: when a participant relocates to another residence)
- transitional accommodation only if required (see: NIISQ funding for transitional accommodation)

Prior to funding any of the above, the NIISQ Agency ordinarily requires the identification of another residence which requires no modification or minimal modification and which is suitable or appropriate for the participant's treatment, care and support needs.

In limited circumstances, the NIISQ Agency may also decide to fully or partially fund other costs related to home modifications in accordance with section 26(1)(e) of the *National Injury Insurance Scheme (Queensland) Act 2016*, however these decisions are outside the scope of these guidelines (see: *Guidelines limited to necessary and reasonable treatment, care and support* in the Necessary and reasonable guideline). The kinds of costs which may be funded under section 26(1)(e) include:

- real estate agent fees and advertising costs associated with selling the participant's residence
- legal and conveyancing fees at both ends of the transaction
- stamp duty
- titles Queensland fees
- cleaning costs associated with preparing a residence for sale
- costs associated with moving to an appropriate residence (for example, furniture removal).

## Modifications to a residence owned by the participant or their family member

The NIISQ Agency will pay for home modifications where the residence to be modified is the participant's principal place of residence or if owned by their family member, is intended to become the primary place of residence for the participant.

For major home modifications, the NIISQ Agency generally expects that the participant will remain living at that residence for a minimum of five years.

Where the NIISQ Agency has funded major home modifications and the participant, or their family subsequently sells the property with the intention to re-purchase another residence for the participant to live in, the NIISQ Agency will assist the participant or their family to find a residence which is accessible by funding specialist advice on the suitability of a prospective residence for the participant and their treatment, care and support needs. Where the NIISQ Agency has received a service request for home modifications, it may approve the service request with conditions.

The NIISQ Agency may, at its discretion, propose the use of a funding agreement which would cover a variety of circumstances, conditions, and other matters which would clarify roles and responsibilities relating to home modifications.

Some participants may have entered into a deed in relation to major home modifications. Deeds may cover a variety of circumstances, including where proposed home modifications may increase the value of a residence.

If a participant or their family sells their residence and there have been major home modifications undertaken on the residence which have objectively increased the sale price, the NIISQ Agency may limit funding available for subsequent home modifications by the amount directly attributable to the home modifications at the point of sale.

***Example:*** *A participant's residence is modified, which involved extensive structural works. The modifications cost $100,000. Several years later, the participant wants to move to another residence, to be closer to their family and to pursue employment opportunities. The participant sells their modified residence and the NIISQ Agency, using advice provided by a specialised property assessor, decides that $50,000 is directly attributable to the home modifications previously funded by the NIISQ Agency at the point of sale.*

*The NIISQ Agency is able to support the participant to find a new residence that requires minimal modifications and is acceptable to the participant based on their identified goals. The cost of the modifications is $40,000, and because this amount is less than the amount attributable to the home modifications previously funded by the NIISQ Agency, the NIISQ Agency does not contribute to the cost of the modifications.*

## Modifications to a residence rented by a participant

The NIISQ Agency will consider the length of a residential tenancy agreement in the context of whether home modifications represent value for money. The NIISQ Agency anticipates that home modifications for a residence rented by a participant will generally exclude major home modifications.

The NIISQ Agency will generally consider a minimum residential tenancy agreement of 12 months to be sufficient to fund home modifications to a participant-rented residence.

The NIISQ Agency must receive written consent from the owner of the rented residence before deciding to fund any home modifications to the residence.

The NIISQ Agency requires written consent from the owner of the rented residence before deciding to fund any home modifications to the residence.

If a contract is required for the home modifications, the owner of the rented residence must agree to, and enter into, a building contract with the home modifications provider (see: Whether a contract is required for home modifications).

### Reversion works for rental properties after a participant vacates

If the participant moves out of a rented residence, the NIISQ Agency will pay for the necessary and reasonable costs of returning the residence to its pre-modified state, excluding structural modifications. These costs must relate to the home modifications funded by the NIISQ Agency.

***Example:*** *A participant has NIISQ-funded home modifications to their rental property. The participant leaves the rental property, and the NIISQ Agency pays for the removal of grab rails, wedge ramps and replacement of a shower screen at the end of their tenancy.*

### When a participant relocates to another residence

The NIISQ Agency recognises it may be necessary and reasonable to fund more than one home modification across a participant's life and as their circumstances change.

Such circumstances may include, but are not limited to:

- a participant living with others who becomes able to live independently, such as a young adult leaving home
- a change in the participant's level of functioning as a result of their accepted injury
- a participant who may need to relocate to access employment or services
- other significant changes in the participant's personal circumstances such as marriage, separation, retirement or having children.

The NIISQ Agency is required to balance the need to assist and support participants to pursue any goals identified by the participant, which may include relocation to a residence which is not suitable for modification, with other obligations under the *National Injury Insurance Scheme (Queensland) Act 2016*, including:

- that the level of support received by participants under the NIISQ reflects community expectations
- that the home modifications provide value for money
- managing the NIISQ in a way that ensures its operation is financially sustainable.

If a participant, their partner or family is considering moving into a rental residence, building a new residence, or buying an established residence, the NIISQ Agency will ordinarily fund services to support the participant including advice to ensure the residence is suitable for the participant, and wherever possible, minimises the likelihood of requiring substantial modification.

If the NIISQ Agency has previously funded major home modifications, it may limit funding for home modifications to a subsequent residence (see: Modifications to a residence owned by the participant or their family member).

If a participant decides to relocate to a residence which is not suitable for modification, the NIISQ Agency may be limited in how it can support the participant.

## NIISQ funding for transitional accommodation

The NIISQ Agency may pay for the necessary and reasonable costs of **transitional accommodation** when a participant's residence is not accessible due to home modifications being undertaken.

The NIISQ Agency will require the participant to fully meet all other ordinary costs of housing and living while they are in transitional accommodation.

Transitional accommodation require approval in writing by the NIISQ Agency and is always time limited.

## General scope for home modifications and NIISQ Agency requirements

When home modifications are assessed as necessary and reasonable, the NIISQ Agency will support modifications to enable the participant to access different rooms and areas of a residence. Accessible areas for a residence are generally expected to include:

- a bathroom and toilet
- a bedroom
- a communal living area
- a dining area
- a kitchen.

For all home modifications the NIISQ Agency requires and will fund an assessment of suitability by a NIISQ-approved home modifications adviser.

For major home modifications, a current building report and pest report by a suitably-qualified person is required and will be funded by the NIISQ Agency.

### When a participant lives in two residences concurrently

The NIISQ Agency recognises that there may be circumstances where a participant lives in two residences concurrently. For example, a participant who is a child may require a second residence modification to stay at the residence of the parent, guardian or family member who is not the primary carer but has joint custody or has agreed regular overnight access visits.

The NIISQ Agency will support participants who live in two residences concurrently, however it will consider the nature and extent of any previous home modifications approved by the NIISQ Agency.

In addition, the NIISQ Agency will consider the estimated amount of time that the participant is expected to spend in the second residence, as well as whether it is a second residence due to different circumstances, including shared parenting arrangements, or a holiday home, or required for work or employment purposes.

### Repairs and maintenance on home modifications

The NIISQ Agency will pay for the necessary and reasonable cost of repairs to and maintenance of home modifications funded by the NIISQ Agency that are essential for participant access or safety.

The NIISQ Agency will consider funding the costs of repairs and maintenance for any additional wear and tear to a property that is a result of the motor accident injury, for example, damage to floorboards from wheelchair use.

The participant or property owner is responsible for any repairs and maintenance as a result of normal wear and tear (such as replacement of bathroom fittings or fixtures), for the general upkeep of a residence (such as house painting) or maintenance of any additional works not funded by the NIISQ Agency.

## Specific home modifications

### Room temperature control equipment

The NIISQ Agency will fund the cost of room temperature-control equipment if the participant is unable to regulate their body temperature as a result of their accepted injury, or if the lack of room temperature control causes or is likely to cause secondary complications.

For a participant with a complete spinal cord lesion at or above the level of T6, the NIISQ Agency does not require the certification of a medical specialist for the provision of room temperature control equipment.

For participants, other than those who have sustained a complete spinal cord lesion at or above the level of T6, the NIISQ Agency will ordinarily require certification by an appropriately-qualified medical specialist that the participant has an impaired or absent ability to regulate their body temperature, and which will not resolve or causes significant secondary care complications.

### Costs associated with room temperature control equipment

Where an increase in the total consumption of energy can be shown to relate directly to the running of the room temperature control equipment, the NIISQ Agency may contribute to the costs associated with its operation, if the participant is unable to regulate their body temperature as a result of an accepted injury. A decision by the NIISQ Agency to partially fund energy costs is made after considering the matters described in section 26(1)(e) of the *National Injury Insurance Scheme (Queensland) Act 2016*, and these decision sit outside the general scope of the treatment, care and support guidelines (see: *Guidelines limited to necessary and reasonable treatment, care and support* in the Necessary and reasonable guideline).

Before the NIISQ Agency will pay for any contribution to room temperature control equipment, maintenance or running costs, the participant must have fully claimed and/or utilised any entitlement to concessions, grants or rebates, including the Medical Cooling and Heating Electricity Concession Scheme.

## Home automation

The NIISQ Agency may fund **home automation** as home modifications for a participant who has an accepted injury which has impacted their mobility and hand function, resulting in difficulty accessing their residence and controlling devices in their home environment. For example, difficulty using standard remote controls, operating light switches or opening and closing doors.

The NIISQ Agency will consider home automation when there is a likelihood that this support will assist a participant to effectively control their home environment.

Examples of functions that can be automated include:

- switching lights on and off
- controlling power points
- opening and closing blinds
- controlling a television, home entertainment or audiovisual systems
- opening and closing doors
- use of an intercom
- controlling taps
- controlling electric or adjustable bed functions.

The NIISQ Agency will consider the following circumstances when assessing a participant's needs for home automation:

- a participant's functional abilities, such as mobility, amount of hand function and ability to understand and use an integrated home automation system
- attendant care needs and the type and amount of approved attendant care supports required at a residence
- whether a home automation system will promote a participant's functional independence in day-to-day tasks
- home modifications are in place or that are being planned
- the participant's individual circumstances, including goals identified by the participant, life roles, family environment, and any safety risks.

The home automation will usually be identified as part of the assessment of the need for home modifications.

# Requirements and procedure for home modifications including consent and co-contributions

## Consent requirements

Consent from the owner, and (if relevant) owners corporation or strata authority, must be obtained in writing before the home modifications are approved. The NIISQ Agency may approve home modifications subject to the required consent being provided, prior to the commencement of any building works.

If a participant wants to make a co-contribution to a rental property, the owner of the property must consent to the proposed works relating to the co-contribution (see: Co-contributions by owner or participant).

Consent may also be required from a mortgagee where there is a loan secured against the property which is intended to be modified.

Home modifications require written consent by the owner of the residence, and written endorsement of a NIISQ-approved home modifications adviser.

## Assessment of home modifications

When the NIISQ Agency assesses a participant's needs for, or related to home modifications, it requires a home assessment completed by a NIISQ-approved home modifications adviser.

People who provide advice to the NIISQ Agency about a participant's treatment, care and support needs for home modifications must be approved specifically to provide advice about the particular participant's treatment, care and support needs, or who have been approved specifically to provide advice about a class of participants (i.e. participants who may require home modifications).

Home modifications will be assessed by the NIISQ Agency following the receipt of a completed home modification functional assessment report and a quotation for works to deliver the proposed modifications by a suitably-qualified service provider including, but not limited to licensed builders, structural engineers or architects, or other services and trades people.

All major home modifications will be overseen by a NIISQ-registered Building Project Manager and the NIISQ Agency, and some minor home modifications will be overseen by a NIISQ-registered Building Project Manager.

## Requirements relating to service providers undertaking home modification works

Quotes for major home modifications are to be provided to the NIISQ Agency in a report from a NIISQ-registered Building Project Manager.

All home modifications funded by the NIISQ Agency must be provided by a NIISQ Agency-registered, and appropriately-qualified licensed builder or qualified tradesperson, who holds current registration as a company or as a business or sole trader and has appropriate insurance.

Home modifications undertaken by service providers must be in accordance with the scope of works (including approved variations to a scope of works) and any quotations approved in writing by the NIISQ Agency.

If there is any proposed variation to a scope of works, written approval from the NIISQ Agency is required before the variations have effect.

## Home modifications subject to owner entering into a contract for home modifications

If approved home modifications require a contract, the contract will need to be executed by the builder and the owner of the residence (see: Whether a contract is required for home modifications).

If there are additional works funded by the owner this must be specifically detailed in the contract.

The contract must align to the scope of works and written funding approval (and/or any agreed changes) provided by the NIISQ Agency.

If a contract is not required but there is a co-contribution by an owner, the NIISQ Agency and the contributing owner must agree in writing to their respective contributions.

### Whether a contract is required for home modifications

A contract is required under the *Queensland Building and Construction Commission Act 1991* (QBCC Act) when the value of the building work (the contact price) related to the home modifications is greater than $3,300 (which includes all labour, materials and GST – but does not include any reviews, or reports prepared by a NIISQ-approved home modifications adviser).

When a contract is required under the QBCC Act, the NIISQ Agency will generally require the contract to be in the form of the contract maintained by the Queensland Building and Construction Commission (QBCC).

Most home modifications will be defined as 'domestic building work' under the QBCC Act. There are two types of contracts for domestic building work in Queensland:

- level 1 regulated contracts have a contract price of more than the regulated amount of $3,300, but less than $20,000 (the level 1 amount)
- level 2 regulated contracts have a contract price of more than $20,000 (the level 2 amount).

The thresholds for minor and major home modifications align with the level 2 amount under the QBCC Act.

All providers of home modifications must comply with the QBCC Act requirements, and other legislative obligations regardless of the contract price.

## Co-contributions by owner or participant

If an owner of the property, the participant or family member desire additional building works in excess of assessed necessary and reasonable home modifications because of aesthetic, architectural or other reasons, these works need to be quoted separately, and borne by the owner of the property, the participant or family member. A decision by the NIISQ Agency to partially fund building works is made after considering the matters described in section 26(1)(e) of the *National Injury Insurance Scheme (Queensland) Act 2016*, and these decision sit outside the general scope of the treatment, care and support guidelines (see: *Guidelines limited to necessary and reasonable treatment, care and support* in the Necessary and reasonable guideline).

Any additional work must not adversely impact the participant, including in relation to the participant's access to any part of the residence.

The NIISQ Agency is not responsible for funding any expenses related to works funded by a participant.

## Limitations on support for home modifications

Home modifications funded under the NIISQ are intended to complement, not replace, accommodation related support provided by other services or programs operated by other Australian Government or Queensland Government entities and available to a participant. This includes support available from the Queensland Department of Housing, and the National Disability Insurance Scheme.

The NIISQ Agency will not fund the capital cost of a residence, and will only fund home modifications in accordance with the *National Injury Insurance Scheme (Queensland) Act 2016*, the *National Injury Insurance Scheme (Queensland) Regulation 2016*, this guideline, and other relevant NIISQ Agency guidelines.

## Home modifications that are generally not funded by NIISQ Agency

The following home modifications (or related costs) are generally not considered necessary and reasonable treatment, care and support:

- repairs or maintenance to home modifications that result from misuse or failure to maintain reasonable standards
- costs related to fittings, fixtures or materials which are above a standard grade (see: Co-contributions by owner or participant)
- any structural additions not directly related to a participant's accepted injury (see: Co-contributions by owner or participant)
- cost of repairs for existing damage in the residence, for example damage caused by termites or concrete deterioration (see: Assessing whether a residence can be modified)
- building or construction of in-ground or above-ground pools, spas or other aqua-therapy facilities
- items or labour not included in the final contract for modifications agreed by NIISQ Agency, unless prior approval has been obtained from NIISQ Agency (see: Approval is required for all home modifications)
- any loss of value to the residence resulting from any home modification
- any loss of value to the residence resulting from the removal of home modifications
- home modifications where consent from the owner is not provided (see: Consent requirements)
- the costs of modifications where the residence is assessed as unsuitable for modification and a participant subsequently proceeded to purchase or rent the home (see: Assessing whether a residence can be modified)
- costs of any repairs or maintenance issues identified in strata, building or pest inspection reports
- body corporate, strata fees or building management fees (however described) that are unrelated to a participant's treatment, care and support needs
- council or water rates

- insurance of the residence in which the modifications have been installed
- insurance costs associated with the approved home modifications
- items that are normal household items (such as furniture or whitegoods, smoke alarms, surge protectors, towel rails, fans, lights, hot water services, security doors, windows, NBN and Wi-Fi connection or fees) that are not related to the participant's needs arising from the accepted injury
- where the home modification constitutes, is likely to constitute, or will result in, an illegal structure
- removal or rectification of illegal structures, or elements of a property which have not or cannot be approved by a local planning authority
- additional fees or costs arising from modifications or variations not arising from an accident-related needs (see: Co-contributions by owner or participant)
- the cost of fixtures and fittings that are non-disability specific and can be re-used from an existing room being modified, such as tapware, cabinets, flooring, windows
- in relation to room temperature control equipment, the NIISQ Agency will not generally pay for:
  - any room temperature control equipment that another agency or department is responsible for providing
  - energy services and supply charges
  - energy expenses that are unrelated to a participant's accepted injury
  - prospective payments for energy costs in advance
  - areas of a home that a participant does not use or that is not a high-use area (for example, rooms other than bedrooms and living areas)
- in relation to a residence rented or leased by a participant, the costs associated with the end of a tenancy that are a condition of the lease including:
  - advertising costs associated with breaking a lease
  - steam cleaning of carpets or cleaning a property at the end of a tenancy
- in relation to relocation costs for the sale or purchase of a participant or participant's family-owned residence:
  - real estate agent fees
  - buyer's agent fees
  - advertising costs
  - legal and conveyancing fees
  - stamp duty
  - capital gains tax
  - Titles Queensland transfer fee
  - mortgage registration or discharge fees
  - cleaning costs associated with preparing a home for sale or rental.

NIISQ

National Injury Insurance Scheme, Queensland

# Contact us

National Injury Insurance Agency, Queensland

**Request a callback** 1300 607 566
Monday to Friday 8.30am–5.00pm

**Email** enquiries@niis.qld.gov.au

## Accessibility information

**Do you mainly speak a language other than English? Or, do you have difficulty speaking or hearing?**

We can arrange to call you with an interpreter who speaks your language or through the National Relay Service (NRS). NRS can help if you're d/Deaf or find it hard to hear or speak to hearing people on the phone.

View our accessibility information: niis.qld.gov.au/contact-us

Visit **niis.qld.gov.au**
or scan the QR code

**If you're in an emergency, please call 000.**
We're not a first response medical provider.

The information provided in the *Treatment, care and support guidelines* is intended to provide general guidance. The guidelines are not legal advice. Please refer to the *National Injury Insurance Scheme (Queensland) Act 2016* and *National Injury Insurance Scheme (Queensland) Regulation 2016* for more details about the National Injury Insurance Scheme, Queensland. It is intended that the guidelines will be modified and updated over time as the NIISQ develops.