National Injury Insurance Scheme, Queensland

MyGuide 10

Changes to your home

When we use the word 'you', we mean the participant in the National Injury Insurance Scheme, Queensland.

When we use the words 'us', 'our' or 'we', we mean the National Injury Insurance Agency. This includes your Support planning team.

We will usually pay for changes to your home if they are 'necessary and reasonable'. To understand how we decide this, read MyGuide 1: what we pay for (PDF, 193KB). You can download this and other MyGuides from our website. Or ask your Support planning team for a printed version.

This MyGuide is a simple form of the Home modifications guideline (PDF, 578KB), which is part of the Treatment, care and support guidelines (PDF, 1.7MB).

What we mean by changes to your home

Changes to your home means permanent changes to the structure, layout and fittings of the place you live. They are changes that will help you move around more easily and safely. Sometimes we call changes to your home 'home modifications'.

How we decide what we pay for

We will pay for changes to your home if we think they are 'necessary and reasonable'. This means they:

- are related to your accident
- benefit you
- are safe
- are suitable for your home
- are in line with best practice
- are recommended and provided by a professional
- are legal
- are good value.

Read more about what we mean by 'necessary and reasonable' in MyGuide 1: what we pay for (PDF, 193KB).

What we pay for

If we think changes to your home are necessary and reasonable, we will pay for things like:

- ramps
- grab rails
- taps and shower heads
- door handles
- flat entry showers
- accessible toilets
- widening door frames
- removing walls
- changing bench height
- changing cupboard height
- home automation
- climate control.

We may also pay for things like:

- relocation cost to move you to a new home where you can move around more easily and safely
- a short-term place to stay while:
  - changes are made to your permanent home
  - you build up your strength and mobility.

We must approve all costs in writing before any work can start or services can start.

What we do not pay for

We are not required to pay for changes to your home or related costs that:

- are not approved by us in advance
- are not related to your accident
- are above the finish and quality that will meet your accident-related needs
- are a pool or spa
- are repairs or maintenance due to misuse
- are not approved by the owner
- are not suitable for your home
- are in a part of your home that you do not use
- are illegal
- should be paid for by another agency
- are replacing things that can be re-used
- are fixing anything illegal
- are additional costs to approved changes that do not relate to your accident
- are repairs or maintenance identified in a building inspection report
- are body corporate fees
- are council or water rates
- are insurance
- are energy costs
- are normal household items that are not related to your accident, like:
  - furniture
  - fans
  - lights
  - surge protectors
  - hot water services
  - security doors or windows
  - NBN or Wi-Fi connection or fees
- are fees for breaking a lease.

Supporting changes to your needs

If your strength and mobility is likely to change, we may pay for things to support you as your needs change. If we think they are necessary and reasonable we may pay for things like:

- temporary products or devices that help you with moving around and everyday tasks (see MyGuide 6: everyday support services [PDF, 188KB])
- temporary changes to your home.

If you rent your home

If you rent your home, we may consider making changes if the owner agrees in writing. We will only pay for changes if your lease is for one year or longer.

We may pay to undo the changes when you move to a new home.

If you live in two homes

We generally only pay for changes to the home you live in most of the time. If you live in two homes, we may pay for changes to both if we think it is necessary and reasonable.

If you move homes

As your life changes, you may need to move to a new home. We may help you to find a new home that works for you and that does not need many changes.

We may also pay for advice about building a new home that works for you.

If you decide to move to a new home that is not suitable for making changes, we may not be able to support you.

NIISQ

National Injury Insurance Scheme, Queensland

Contact us

The MyGuide series is a simple version of the Treatment, care and support guidelines (PDF, 1.7MB). For more information, contact your Support planning team or the NIISQ Agency.

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.

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