



MyGuide 11

Changes to your car

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 Planner.

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 Planner for a printed version.

This MyGuide is a simple form of the [Motor vehicle modifications guideline](#) (PDF, 448KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

What we mean by changes to your car

Changes to your car means changes that will allow you to travel in a vehicle as a driver or passenger.

Sometimes we call changes to your car 'vehicle modifications'.



How we decide what we pay for

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

- are related to your injury
- benefit you
- help you reach your goals
- help you take part in things that matter to you, like:
 - being more independent
 - being more mobile
 - working
 - volunteering
 - hobbies
- reduce your need for other services
- make things safer for you, your family and attendant care workers
- 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 car are 'necessary and reasonable' we will pay for things like:

- hand controls that help with steering, acceleration and braking
- things that help you get into and out of your car, changes to a seat, like a hoist, lift, or ramp
- changes to hand brakes, mirrors, seat belts and indicators.

We will pay for necessary and reasonable changes to a car that is:

- suitable for making the changes
- owned by you
- owned by your parents or guardian if you are under 18
- owned by your partner
- owned by a family member and used by you.

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



What we do not pay for

We are not required to pay for changes to your car 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 repairs or maintenance due to intentional misuse
- are illegal
- are the cost of a new car
- are normal costs of owning a car like:
 - petrol
 - servicing
 - registration
 - CTP insurance
 - standard comprehensive insurance
- should be paid for by another agency
- are repairs covered under warranty or insurance
- are made outside of Australia.

We can also not pay for:

- changes to more than one car
- changes to vehicles like caravans and campervans.

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 Planner or the NIISQ Agency.

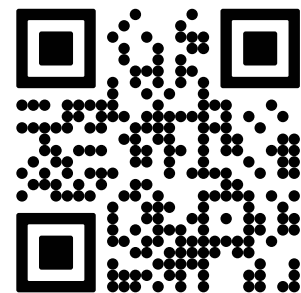
 **Telephone 1300 607 566** and we will call you back.

If you prefer to talk to us in your own language, call us and we will arrange an interpreter to effectively communicate with you.

If you are d/Deaf, hard of hearing, or have a speech communication difficulty, contact us through the National Relay Service. Choose your access option ([information here](#)) and provide 1300 607 566 when asked by the relay officer.

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

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.