



MyGuide 12

Overseas travel

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 support when you leave Australia for less than three months if it is '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 [Participants travelling overseas guideline](#) (PDF, 290KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

If your travel may harm you or set you back, we may not be able to support you and you may be suspended from NIISQ.

You must let us know in advance if you plan to leave Australia and may need support. This will help us to make plans to support you while you are away.

Giving notice of travel

You must tell us if you plan to travel overseas, even for short trips. If you think you will need support while away, we need to know at least one month before you go. This will help to plan to support you while you are away. You need to let us know:

- the day you plan to leave
- when you plan to return (if ever)
- your contact details while you are away
- any treatment, care and support you want us to fund while you are away.



You can tell us in an email, on the phone, or in writing.

If you do not tell us about your travel plans you may be suspended from NISQ.

If we suspend you

If we suspend you, we will not pay for necessary and reasonable treatment, care and support you need because of your accident.

Travel for less than three months

We will usually support you if you leave Australia for less than three months. This may be for a holiday, sporting, family or personal reasons. We call this a 'temporary absence'. Once you tell us that you plan to leave Australia, we will work with you to change your MyPlan to support you while you are away.

What we pay for

For a temporary absence, we will try to find supports that are similar or the same as the supports you have in Australia. This includes things like:

- attendant care
- rehabilitation services that you need to maintain or improve your lifestyle.

What we pay for while you are overseas will be the same or less than what we pay for when you are in Australia.

What we do not pay for

If you are away for three months or less, we are not required to pay for:

- supports that cost more than the same support in Australia
- home or vehicle modifications
- supports not related to your injury
- friends or family to travel to support you
- anything that is not necessary and reasonable.

Travel for longer than three months

If you plan to travel for longer than three months or are going to live in your home country, discuss this with your Support Planner. The NISQ Agency considers the details of each case to decide if we can continue to provide support.

If you have a CTP insurance claim, we will not suspend you from the scheme unless we think your absence will harm you or set you back.

You must tell us if you plan to leave Australia at least one month before you go.


When we may suspend you

We may suspend you from NISQ if we think your travel may:

- harm you because of your injury
- set back your progress or rehabilitation.

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.

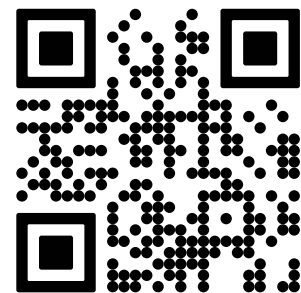
 **Telephone 1300 607 566** and we will call you back.

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.