



MyGuide 4 Rehab

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 [Rehabilitation guideline](#) (PDF, 527KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

What we mean by rehab

Rehab is a broad term which means treatments and services that help return your level of functioning to as close as possible to what it was before your accident.

Sometimes we call rehab 'rehabilitation'.

How we decide what we pay for

We will pay for rehab if we think it is 'necessary and reasonable'. This means it:

- is related to your accident
- benefits you
- helps you reach your goals

- helps you take part in things that matter to you. These may be things like:
 - being more independent
 - being more mobile
 - working
 - going to school, college or uni
 - volunteering
 - hobbies
- reduces your need for other services
- is likely to improve how you function
- is in line with best practice
- is recommended and provided by a professional
- is legal
- is 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 rehab is 'necessary and reasonable' we will generally pay for things like:

- exercise physiology
- some types of equipment
- gym membership recommended by a physio or exercise physiologist
- audiology
- dietetics
- formulated food
- driver assessments and training
- glasses
- podiatry
- physiotherapy
- psychology support
- speech pathology.

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

What we do not pay for

We are not required to pay for rehab that:

- is not approved by us in advance
- is not related to your accident
- should be paid for by another agency
- is illegal
- is normal gym clothing, towels, mats, drink bottles
- is driver education related to getting a licence
- is repair, maintenance or replacement of equipment not related to your accident or that is under warranty.

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.

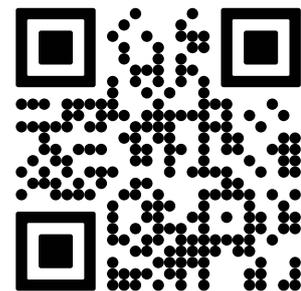
 **Telephone 1300 607 566** and we will call you back.

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.