



## MyGuide 6

# Everyday support services

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*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 care and support services, 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 [Attendant care and support services guideline](#) (PDF, 633KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### What we mean by everyday support services

Everyday support services means services that will help you with everyday tasks.

Sometimes we call everyday support services 'attendant care and support services'.

### How we decide what we pay for

We will pay for everyday support services if we think they are 'necessary and reasonable'.

This means they:

- are related to your accident
- benefit you
- help you reach your goals

- help you with everyday tasks
- are in line with best practice
- keep you, your family, and your support workers safe
- are provided by the right person
- are provided by someone registered with us
- help you stay independent
- are good value for money.

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 care and support services are 'necessary and reasonable' we will generally pay for help with things like:

- personal support like showering, toileting, dressing and grooming
- eating and drinking
- moving around your home
- first aid
- going to appointments
- going to social events
- your role as a support for someone else
- short outings while you are in hospital
- complex needs like bowel care, catheter changes, wound care and feeding needs
- cleaning, maintenance and gardening
- cooking, shopping, laundry
- helping your family to support you
- taking part in community programs
- some transport, parking and tolls
- some care and support away from home.

**We must approve all costs in writing before everyday support services can start.**


## What we do not pay for

We are not required to pay for care and support services that:

- are not approved by us in advance
- are not related to your accident
- should be paid for by another agency
- are provided by family and friends
- are part of the role of a parent or guardian
- are normal costs of a holiday when you are away from home
- are related to your business
- are normal costs of childcare.

## 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.

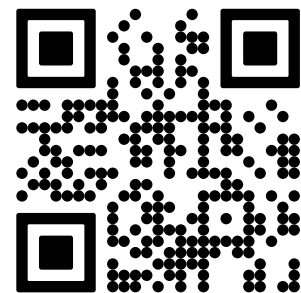
 **Telephone 1300 607 566** and we will call you back.

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](mailto:enquiries@niis.qld.gov.au)

Visit [niis.qld.gov.au](https://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.