



MyGuide 7

Supports for everyday life

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 pay for supports for everyday life that you need because of your accident 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 [Assistive technology and consumables guideline](#) (PDF, 392KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

What we mean by supports for everyday life

Supports for everyday life are things that help you improve or maintain your independence. They include products or devices that help you do things you cannot do due to injuries from your accident. Sometimes we may call them 'assistive technology' or 'consumables'. It includes things like:

- nonslip bath mats
- large print labels
- walking sticks
- shower chairs
- alternative communication devices
- manual wheelchairs
- power wheelchairs

- mobility devices (scooters)
- ventilators
- mobile hoists
- continence pads and aids
- special feeding equipment, including feeding tubes, bags and bottles
- bowel therapy equipment.

How we decide what we pay for

We will pay for supports for everyday life if we think they are 'necessary and reasonable'.

This means they:

- are related to your accident
- benefit you
- help you reach your goals
- meet industry standards
- are recommended by a professional
- 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 supports for everyday life are 'necessary and reasonable' we will pay for:

- purchase or hire of standard assistive technology
- maintenance and repair of assistive technology
- some non-standard assistive technology (on a case-by-case basis)
- some supports covered in other MyGuides like:
 - [changes to your home](#) (PDF, 209KB)
 - [artificial limbs and other devices](#) (PDF, 199KB)
 - [rehab](#) (PDF, 193KB).


What we do not pay for

We are not required to pay for supports for everyday life that:

- are not related to your accident
- should be provided by Queensland Health
- should be provided by another scheme (like NDIS)
- are not legal
- are experimental
- are for repair or replacement of damage from misuse
- are for event registrations, membership fees, court hire, entry fees or coaching
- replace personal items lost or damaged in your accident.

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.

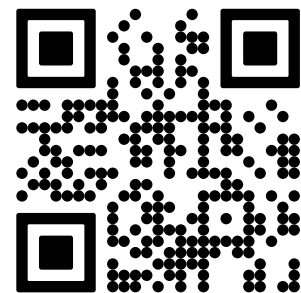
 **Telephone 1300 607 566** and we will call you back.

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.