

# MyGuide 8

## Artificial limbs and other devices

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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 artificial limbs and other devices, 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 [Orthoses and prostheses guideline](#) (PDF, 404KB) which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### What we mean by artificial limbs and other devices

An artificial limb (like an arm or leg) is sometimes called a 'prosthesis' or 'prosthetic'. There are other devices that help you to improve mobility and reach your goals that we sometimes call 'orthoses'.

### How we decide what we pay for

We will pay for artificial limbs or other devices 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 take part in things that matter to you, like:
  - being more independent
  - being more mobile
  - working
  - volunteering
  - sport
  - hobbies
- are not likely to harm you
- are in line with best practice
- are recommended and provided by an appropriate provider
- 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 artificial limbs or other devices are ‘necessary and reasonable’ we will pay for:

- artificial limbs that you can use like a natural limb
- foot orthoses
- ankle orthoses
- knee orthoses
- ankle-foot orthoses
- complex knee-ankle-foot orthoses
- upper limb orthoses
- fracture orthoses
- spinal orthoses
- items you need to use and maintain your artificial limb, like:
  - cosmetic gloves and foot shell covers
  - stockings
  - donning aids
  - foam covers
  - gel or silicon liners
  - lotions, creams and sprays
  - sheaths or gaiters
  - shower or wet covers
  - stump shrinkers
  - suspension sleeves
  - socks—cotton, wool or gel.

We need to approve your artificial limbs and other devices before you have treatment or use services.



## Non-standard artificial limbs and devices

If you need non-standard parts for your artificial limb or device, we may consider funding them on a case-by-case basis. This may include:

- high-grade materials like titanium and carbon fibre
- making them for specific uses like being waterproof or able to take higher loads
- spare artificial limbs or devices
- artificial limbs that use electric signals
- artificial limbs that are computerised.

## New artificial limbs

We will normally fund new artificial limbs every three years. This will happen more often for children who are growing. We may also do this more often if you need it and we think it is reasonable and necessary.

## What we do not pay for

We are not required to pay for artificial limbs, other devices, and related services that:

- are not related to your accident
- should be provided by Queensland Health
- are not in line with government standards
- are experimental
- are repairs or replacement of damage from intended misuse
- are repairs or replacement covered 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.

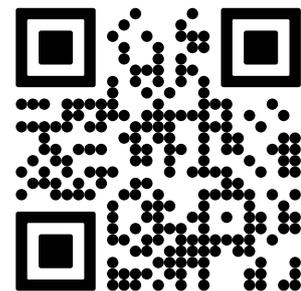
 **Telephone 1300 607 566** and we will call you back.

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](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.