



National Injury Insurance  
Scheme, Queensland



# MyGuides

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Plain language versions of the  
*Treatment, care and support guidelines*

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## MyGuide 1

### What we pay for

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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 pay for treatment, care and support that you need because of your accident.

Before we pay for something, we must decide if the treatment, care or support is 'necessary and reasonable'.

This MyGuide is a simple form of the [Necessary and reasonable guideline](#) (PDF, 400KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB). You can download this and other MyGuides from [our website](#). Or ask your Support Planner for a printed version.

## What we consider when we make decisions

When we make decisions which affect you, we make sure that:

- you and the way you live your life are at the centre of our decisions
- the decisions we make help you with your health
- you make decisions about your own life
- we help you achieve your goals
- we support you in the way that you want to be supported. This includes respecting your privacy, culture, history and anything else that is important to you
- we make decisions that the broader Queensland community would expect us to make about you
- we make sure that we can continue to pay for the things you need.



## What is treatment, care and support?

Treatment, care and support is:

- medical treatment and medicine
- dental treatment
- rehabilitation (including things like physiotherapy)
- ambulance services
- carer supports (sometimes called respite care)
- attendant care
- aids and appliances
- prostheses (such as artificial limbs)
- training for school or work
- modifications to where you live, or to your car.

## What we mean by ‘necessary and reasonable’

We consider if:

- a service or support will benefit you
- a service or support is appropriate (including if something might hurt you or someone else)
- the provider is appropriate
- a service or support is cost-effective.

## What we do not pay for

We are not required to pay for:

- things which are not related to your accident
- services or supports that should be provided by Queensland Health or emergency services
- things which we have not decided are necessary and reasonable
- houses or cars
- income lost because you cannot work as a result of your accident
- money your business has lost because of your accident
- things that were damaged in your accident.

We also generally don't pay for things that are called ‘excluded treatment, care and support’.

Excluded treatment, care and support means:

- things that are done for you by a family member or a friend (like helping you with your shopping)
- attendant care and support, home modifications and support coordination services from someone who is not registered with us
- services or treatments that are experimental, or have not been tested properly
- services or supports that are provided by Queensland Health or emergency services.

Sometimes there are new types of treatments or support that we might pay for if there is a benefit to you. To decide if we will pay for new types of support we look at whether:

- doctors and experts agree that there is a benefit to you
- it is not experimental or provided as part of a medical trial
- you have all the information you need to decide about the risks of a treatment (like a surgery or other medical treatment)
- you can provide your consent to have the treatment.

## **What to do if you don't agree with us**

It is okay if you do not agree with a decision we have made. We want to hear about any concerns you have about our decisions.

If there is a dispute between you and us, we will continue to support you and maintain a positive relationship. A dispute does not affect other decisions that we make about your treatment, care and support.

It is always good to talk to your Support Planner about something you disagree with. But you may want to ask for a formal review of a decision. We call this an 'internal review'. When we do an internal review, we have someone independent look at everything again and this person can make a new decision.

If we do an internal review, and you still disagree with the decision we have made, you can ask the Queensland Civil and Administrative Tribunal to review our decision. You can also ask the Medical Assessment Tribunal to review a decision we have made about a medical matter. For more information, you should speak with your Support Planner.



## MyGuide 2

# Medical treatment and supplies

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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 pay for medical treatment and supplies 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](#). 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 [Medical and pharmaceutical treatment guideline](#) (PDF, 398KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

## What we mean by medical treatment

Medical treatment means treatment, services and devices that are provided or endorsed by a registered medical expert. It includes things like:

- appointments
- surgery
- tests, scans and x-rays
- treatment by a medical practitioner
- pain management.



## What we mean by medical supplies

Medical supplies may mean medicine or medical supplies. It includes items from a chemist or pharmacy, including:

- medicines and complementary medicines (like vitamins and mineral supplements) prescribed by your doctor
- over-the-counter medicines
- other supplies like bandages, dressings, and pads.

## How we decide what we pay for

We will pay for medical treatment and supplies if we think they are 'necessary and reasonable'. This means they:

- are recommended by a medical professional
- benefit you
- fit in with your other treatment care and support
- are proven to be effective.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#).

## What we pay for

If we think they are 'necessary and reasonable' we will pay for:

- treatment and supplies listed on the Medicare Benefits Schedule
- telehealth services
- transport costs.

## What we do not pay for

We are not required to pay for medical treatment and supplies that:

- are not related to your accident
- should be provided by Queensland Health
- should be provided by emergency services
- are not legal
- are part of a medical trial
- are experimental
- are from outside Australia
- are general everyday things like:
  - toilet paper
  - laundry products
  - personal grooming items
  - cosmetics, food and drinks
  - sunscreen, other than for scar management
  - contraceptives.



## MyGuide 3 Dentists

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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 pay for dental treatment that you need because of your accident if it is 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#). 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 [Dental treatment guideline](#) (PDF, 276KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### What we mean by dental treatment

Dental treatment means assessment, care planning and treatment from a dentist, oral or facial surgeon or an appropriate provider. It includes things like:

- dental services or surgery you need to treat your injury
- tests like x-rays, scans and blood tests to understand what dental treatment you need
- ongoing support.



## How we decide what we pay for

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

- is related to your accident
- benefits you
- helps you reach your goals
- meets industry standards
- is recommended and provided by a certified expert
- is good value.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#).

## What we pay for

If we think it is 'necessary and reasonable' we will pay for things like:

- an assessment to find out what dental treatment you need
- dental treatment needed to:
  - manage the effects of your medication
  - support self-care
- oral and maxillofacial surgery
- prosthodontics
- radiology
- pathology
- ongoing support like:
  - oral health care
  - paediatric dentistry
  - prosthodontics
  - special needs dentistry
- services from a dental technician
- transport costs.

We need to approve your dental treatment before you have it.

## What we do not pay for

We are not required to pay for dental treatment that:

- is not related to your accident
- should be provided by Queensland Health
- should be provided by another scheme
- is not legal
- is experimental
- is provided outside Australia.



## MyGuide 4 Rehab

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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 changes to your home if they are 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#). 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](#).

## 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.



## MyGuide 5

# Ambulance transport

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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 ambulance transport if it is 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#). 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 [Ambulance transportation guideline](#) (PDF, 251KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### **What we mean by ambulance transport**

Ambulance transport means non-emergency transport provided by a state or territory emergency service outside of Queensland.



## How we decide what we pay for

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

- is related to your accident
- benefits you
- is the only option for transport
- is for a defined period or number of trips.

We will normally need information from medical experts about:

- why you need ambulance transport
- your other medical conditions
- how much the transport will cost.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#).

## What we pay for

If we think ambulance transport is necessary and reasonable we will pay for:

- non-emergency care and transport
- specialised transport
- transport between hospitals
- a patient transport service.

We need to approve your ambulance transport before you use the service.

## What we do not pay for

We are not required to pay for ambulance transport that:

- is not related to your accident
- should be provided by Queensland Health
- should be provided by Queensland Ambulance Service.



## 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](#). 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](#).

## 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.





## MyGuide 7

# Supports for everyday life

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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 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](#). 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](#).

## What we pay for

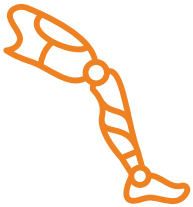
If we think supports for everyday life are ‘necessary and reasonable’ we will pay for:

- 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](#)
  - [artificial limbs and other devices](#)
  - [rehab](#).

## 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.



## 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](#). 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](#).

## 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.



## MyGuide 9

# Jobs and training supports

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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 changes to your home if they are 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#). 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 [Vocational rehabilitation support and education support guideline](#) (PDF, 285KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### **What we mean by jobs and training supports**

Jobs and training supports means services that will help you get back to work, study or volunteering.

Sometimes we call jobs and training supports 'vocational rehabilitation and education supports'.



## How we decide what we pay for

We will pay for jobs and training supports 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 work, study or volunteering
- are in line with best practice
- are recommended and provided by a qualified and skilled professional
- are provided by the right person for you
- are good value.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#).

## What we pay for

If we think jobs and training supports are 'necessary and reasonable' we will generally pay for things like:

- assessing your skills and abilities
- counselling
- help applying for a job
- help to get ready for a job interview
- finding types of jobs that suit you
- courses to help develop your skills
- support to help you go back to studying, or start studying.

**We must approve all costs in writing before any jobs and training supports can start.**

## What we do not pay for

We are not required to pay for jobs and training supports that:

- are not approved by us in advance
- are not related to your accident
- should be paid for by another agency
- are normal costs like school fees, camps, books and uniforms
- are things that parents do, like support with homework and school projects
- should be paid for by an employer
- are courses you enrolled in before your accident
- ongoing training if you are not making progress.



## MyGuide 10

### Changes to your home

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*When we use the word 'you', we mean the participant in the National Injury Insurance Scheme, Queensland.*

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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](#). 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 [Home modifications guideline](#) (PDF, 578KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### **What we mean by changes to your home**

Changes to your home means permanent changes to the structure, layout and fittings of the place you live. They are changes that will help you move around more easily and safely. Sometimes we call changes to your home 'home modifications'.





## How we decide what we pay for

We will pay for changes to your home if we think they are 'necessary and reasonable'. This means they:

- are related to your accident
- benefit you
- are safe
- are suitable for your home
- are in line with best practice
- are recommended and provided by a professional
- are legal
- are good value.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#).

## What we pay for

If we think changes to your home are necessary and reasonable, we will pay for things like:

- ramps
- grab rails
- taps and shower heads
- door handles
- flat entry showers
- accessible toilets
- widening door frames
- removing walls
- changing bench height
- changing cupboard height
- home automation
- climate control.

We may also pay for things like:

- relocation cost to move you to a new home where you can move around more easily and safely
- a short-term place to stay while:
  - changes are made to your permanent home
  - you build up your strength and mobility.

**We must approve all costs in writing before any work can start or services can start.**

## What we do not pay for

We are not required to pay for changes to your home or related costs that:

- are not approved by us in advance
- are not related to your accident
- are above the finish and quality that will meet your accident-related needs
- are a pool or spa



- are repairs or maintenance due to misuse
- are not approved by the owner
- are not suitable for your home
- are in a part of your home that you do not use
- are illegal
- should be paid for by another agency
- are replacing things that can be re-used
- are fixing anything illegal
- are additional costs to approved changes that do not relate to your accident
- are repairs or maintenance identified in a building inspection report
- are body corporate fees
- are council or water rates
- are insurance
- are energy costs
- are normal household items that are not related to your accident, like:
  - furniture
  - fans
  - lights
  - surge protectors
  - hot water services
  - security doors or windows
  - NBN or Wi-Fi connection or fees
- are fees for breaking a lease.

## Supporting changes to your needs

If your strength and mobility is likely to change, we may pay for things to support you as your needs change. If we think they are necessary and reasonable we may pay for things like:

- temporary products or devices that help you with moving around and everyday tasks (see [MyGuide 6: everyday support services](#))
- temporary changes to your home.

## If you rent your home

If you rent your home, we may consider making changes if the owner agrees in writing. We will only pay for changes if your lease is for one year or longer.

We may pay to undo the changes when you move to a new home.

## If you live in two homes

We generally only pay for changes to the home you live in most of the time. If you live in two homes, we may pay for changes to both if we think it is necessary and reasonable.



## If you move homes

As your life changes, you may need to move to a new home. We may help you to find a new home that works for you and that does not need many changes.

We may also pay for advice about building a new home that works for you.

If you decide to move to a new home that is not suitable for making changes, we may not be able to support you.



## MyGuide 11

### Changes to your car

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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 changes to your home if they are 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#). 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 [Motor vehicle modifications guideline](#) (PDF, 448KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

### **What we mean by changes to your car**

Changes to your car means changes that will allow you to travel in a vehicle as a driver or passenger.

Sometimes we call changes to your car 'vehicle modifications'.



## How we decide what we pay for

We will pay for changes to your car if we think they are 'necessary and reasonable'. This means they:

- are related to your injury
- 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
  - hobbies
- reduce your need for other services
- make things safer for you, your family and attendant care workers
- are in line with best practice
- are recommended and provided by a professional
- are legal
- are good value.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#).

## What we pay for

If we think changes to your car are 'necessary and reasonable' we will pay for things like:

- hand controls that help with steering, acceleration and braking
- things that help you get into and out of your car, changes to a seat, like a hoist, lift, or ramp
- changes to hand brakes, mirrors, seat belts and indicators.

We will pay for necessary and reasonable changes to a car that is:

- suitable for making the changes
- owned by you
- owned by your parents or guardian if you are under 18
- owned by your partner
- owned by a family member and used by you.

**We must approve all costs in writing before any work can start.**



## What we do not pay for

We are not required to pay for changes to your car or related costs that:

- are not approved by us in advance
- are not related to your accident
- are above the finish and quality that will meet your accident-related needs
- are repairs or maintenance due to intentional misuse
- are illegal
- are the cost of a new car
- are normal costs of owning a car like:
  - petrol
  - servicing
  - registration
  - CTP insurance
  - standard comprehensive insurance
- should be paid for by another agency
- are repairs covered under warranty or insurance
- are made outside of Australia.

We can also not pay for:

- changes to more than one car
- changes to vehicles like caravans and campervans.



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### Overseas travel

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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 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](#). 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.

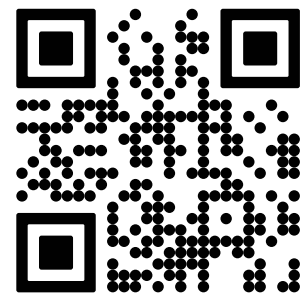
 **Telephone 1300 607 566** and we will call you back.

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](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.