

Getting started: Navigating the MyDetails section

Welcome! This guide will help you find, view, and edit your details on NIISQ Direct. It's easy to follow, and you can go at your own pace. If you need help, a support person or trusted friend can follow along with you.

What you'll need:

Before you begin, make sure you have the following ready:

- A device connected to the internet (like a phone, tablet, or computer)
- Your smart device with the Digital ID app
- Your Digital ID email address
 - If you are unsure what a Digital ID is, there is some information [at the end of this guide](#).

Tip: If you have someone who helps you with online tasks, you might want to ask them to go through this guide with you.

Step-by-step: How to view your details

Follow each step below.

Step 1: Go to the website

- Open your internet browser (like Chrome, Safari, or Edge)
- Type in the website address: <https://niis.qld.gov.au/niisq-direct/>.
- Press Enter on your keyboard.

The screenshot shows the NIISQ Direct Welcome Hub. At the top, there is a dark blue header with the NIISQ logo on the left and a search bar on the right. Below the header is a navigation menu with links: About NIISQ, For applicants, For participants, For service providers, and News and research. A red banner below the navigation menu reads: "Introducing NIISQ Direct: Access your information, anywhere, anytime. [Click here](#) for more details."

NIISQ Direct Welcome Hub

Welcome to NIISQ Direct – your secure online portal for easy access to your NIISQ information – anywhere, anytime. Check your MyPlans, track your goals, submit reimbursements and view approved services all in one place, 24/7. Signing up to NIISQ Direct is optional, it's here to make managing your NIISQ support easier, more convenient, and on your terms.

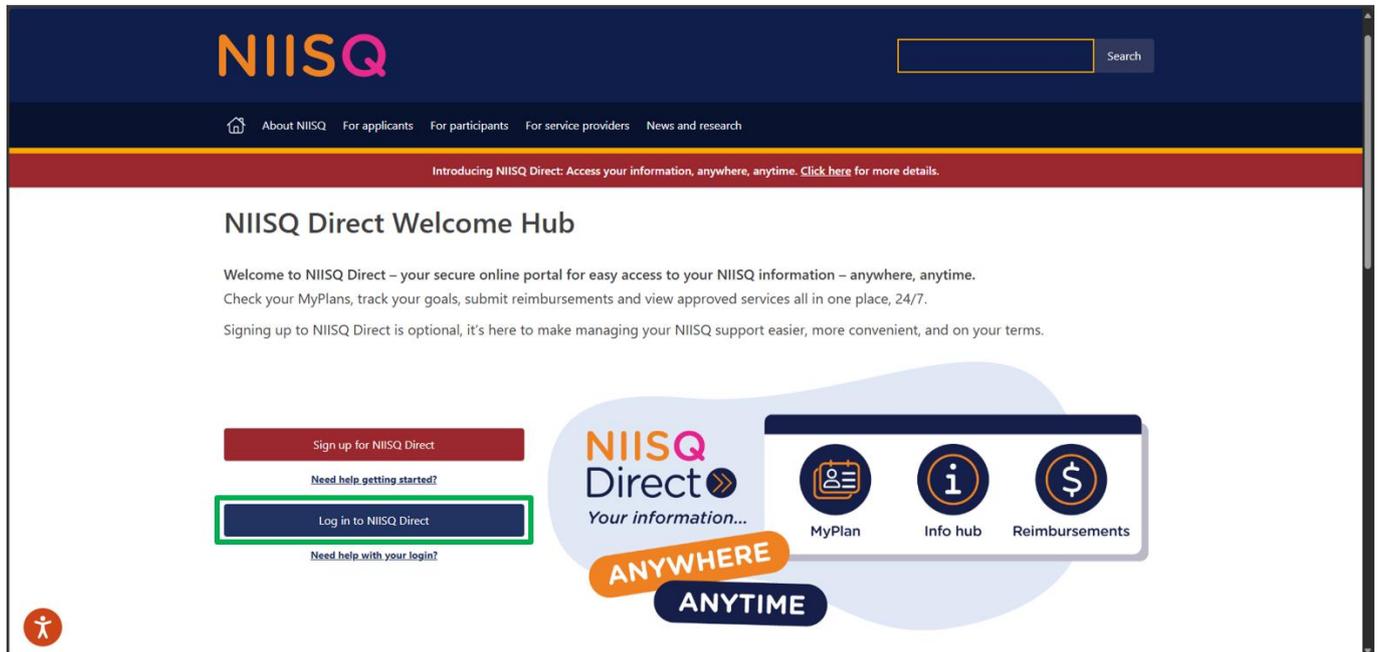
On the left, there are three buttons: "Sign up for NIISQ Direct" (red), "Need help getting started?" (blue), and "Log in to NIISQ Direct" (dark blue). Below the "Log in" button is a link: "Need help with your login?".

In the center, there is a graphic for "NIISQ Direct" with the tagline "Your information...". To the right of the graphic are three icons: "MyPlan" (calendar), "Info hub" (info), and "Reimbursements" (dollar sign). Below the graphic are two buttons: "ANYWHERE" (orange) and "ANYTIME" (dark blue).

A small accessibility icon (a person with a cane) is located in the bottom left corner of the page.

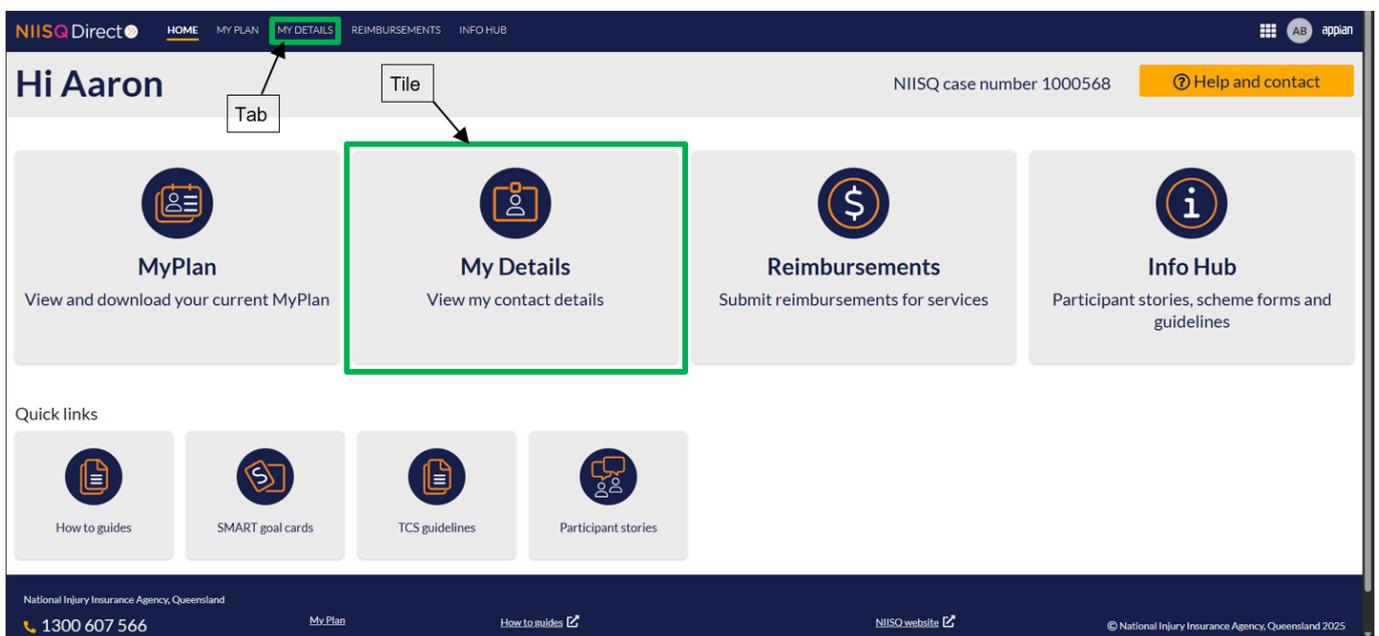
Step 2: Log in to your NIISSQ Direct account

- Look for a button that says “Log in to NIISSQ Direct”
- Click the button once.



Step 3: Go to the MyDetails section

- To access the MyDetails section, click on the “MyDetails” tile on NIISSQ Direct’s home page
- You can also click on the “MyDetails” tab at the top of the screen. Either way is ok!



Step 4: Exploring your details

Once you click on the MyDetails tile or tab, NIISQ Direct will take you to your current details. Here you can see information about your details, including your:

- contact information
- addresses
- payment details

NIISQ Direct HOME MY PLAN **MY DETAILS** REIMBURSEMENTS INFO HUB AB appian

Hi Aaron NIISQ case number 1000568 [Help and contact](#)

My details

My details

Full name	Aaron WHITE
Preferred name	-

Contact details

Mobile	0412345678
Home	0712345678
Work	0712345678
Email Address	test1@test1.com
Residential	11 Albert street, Brisbane city, Queensland, 4000, Australia
Postal	12 Ann street, Brisbane, Queensland, 4001, Australia

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My bank details

NIISQ Direct HOME MY PLAN **MY DETAILS** REIMBURSEMENTS INFO HUB AB appian

Home	0712345678
Work	0712345678
Email Address	test1@test1.com
Residential	11 Albert street, Brisbane city, Queensland, 4000, Australia
Postal	12 Ann street, Brisbane, Queensland, 4001, Australia

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My bank details

Bank details are required to receive reimbursement from the NIISQ Agency.

Account name	Aaron
BSB	484799
Account number	***3456 Show
Remittance email	test1@test1.com

Bank details last updated on 19 Jun 2025

[CHANGE BANK DETAILS](#)

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My contact details are out of date; how do I update them?

If you notice that your contact details are out of date, please email us at help@niis.qld.gov.au explaining what details need to be updated and we'll organise that for you.

Important note: How to fix your contact details if they are not correct.

If your contact details are not correct, please send an email to help@niis.qld.gov.au. Let us know what needs to be changed, and we will help update them for you.

Optional: editing your bank details

- If you want to edit your details, simply click the edit button (hint: it looks like a pencil).
- Once you're finished updating your details, click

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Important note: I have a yellow box saying I can't update my bank details yet – what do I do?

If a payment is already being processed, or if an update to your bank details is already underway, you won't be able to change your bank details here. To make sure your payment goes to the correct bank account, please contact us at help@niis.qld.gov.au so we can update our records for you.

Need help?

If you need help at any time:

- Email us at help@niis.qld.gov.au. We'll get back to you as soon as possible.
- You can also ask someone you trust to help you with this guide.

Digital ID hints and tips

NIISSQ Direct uses Digital ID to securely sign you into our portal. This is used by Australian and Queensland government agencies and providers and helps you to access your information.

Please note, NIISSQ Direct does not accept QGOV or QDI digital IDs.

What is a Digital ID?

- A Digital ID is a secure and easy way to prove who you are online.

What if I don't have a Digital ID?

- If you don't currently have a Digital ID, you'll need to create one before you can login to NIISSQ Direct.
- It's free and easy to do.
- Go to <https://www.qld.gov.au/qdifaq> for advice on how to set up a Digital ID with a digital ID provider.

What is an identity strength?

- Identity strength is like a trust level for your Digital ID. It's a way of showing how sure the system is that you are who you say you are.
- To be able to sign into NIISSQ Direct, your identity strength needs to be set as 'standard' or higher.