

Getting started: How to use the reimbursements section

Welcome! This guide will help you submit a reimbursement 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](#).

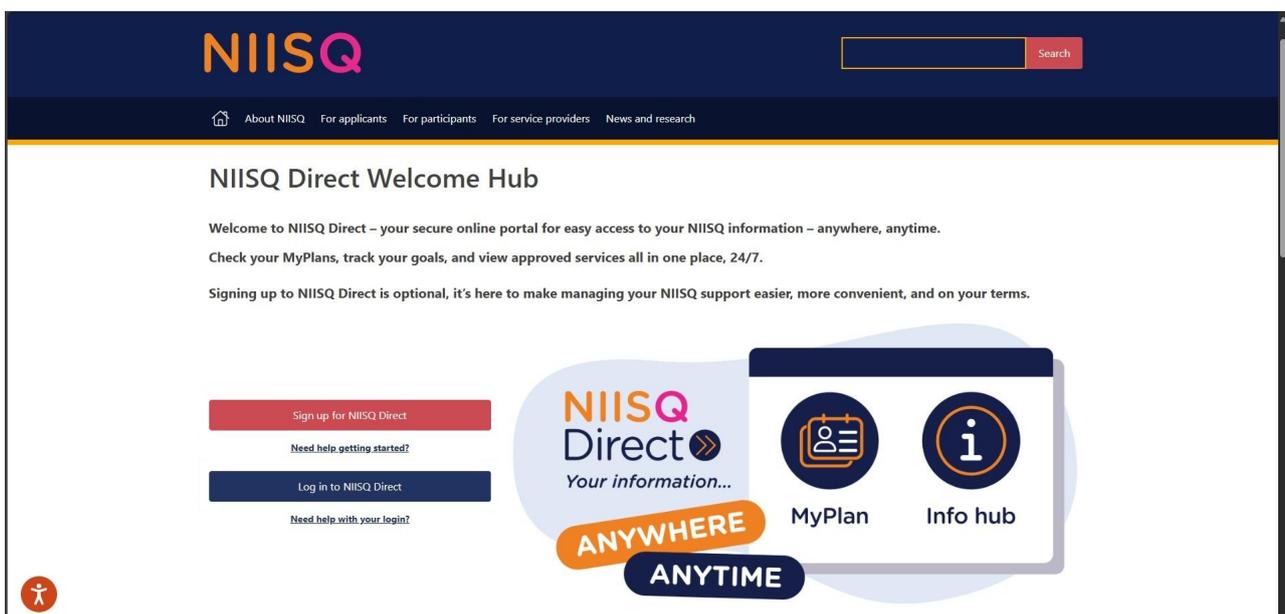
Tip: If you have someone who helps you with online tasks, you might want to ask them to go through this guide with you.

Step-by-step: How to submit a reimbursement

Follow each step below.

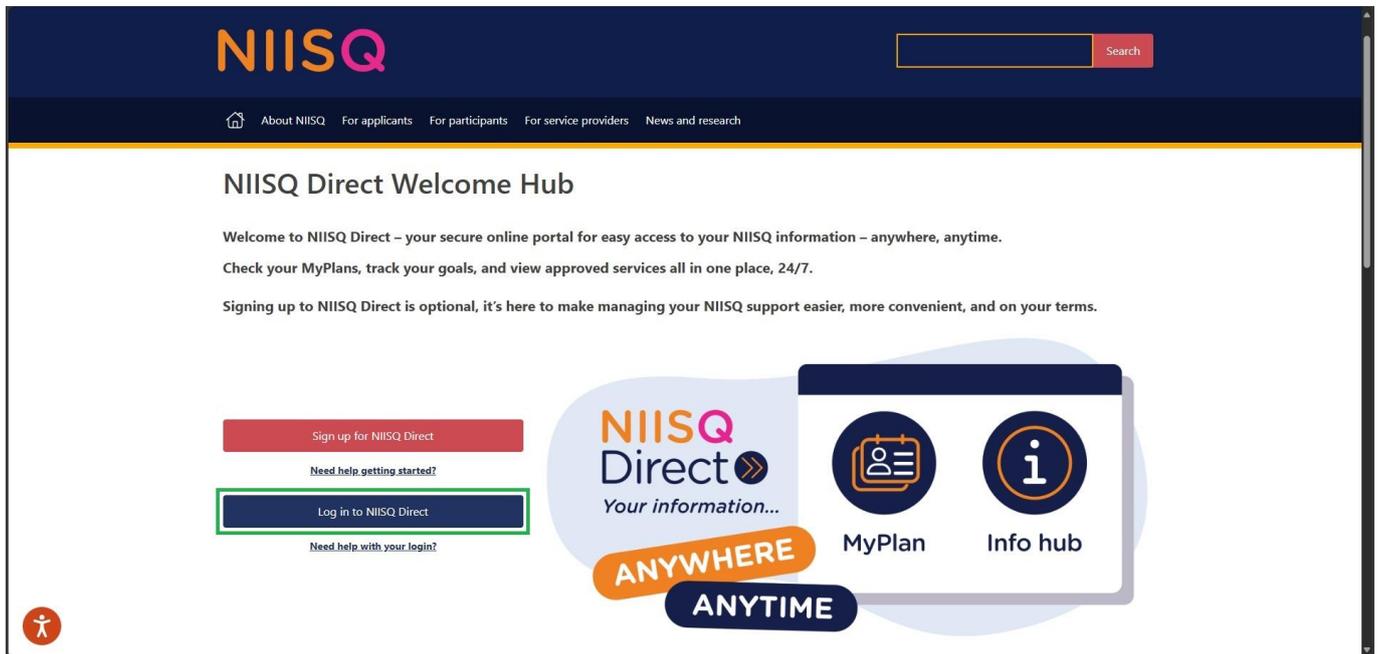
Step 1: Go to the website

- 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.



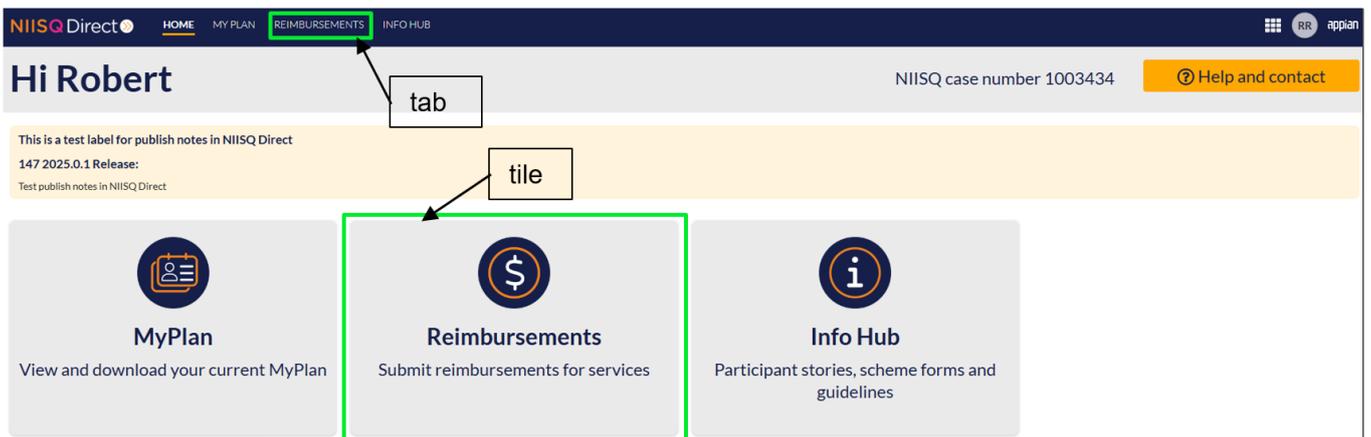
Step 2: Log in to your NIISSQ Direct account

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



Step 3: Go to the Reimbursements section

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



Step 4: Start a new reimbursement

- Click '+ New reimbursement' beside the plan dates you're claiming a reimbursement for.

NIISQ Direct HOME MY PLAN REIMBURSEMENTS INFO HUB RR appian

Hi Robert

 NIISQ case number 1003434 [Help and contact](#)

My plans

Plan Dates	Status	Action
13 May 2025 - 20 August 2025	Current	+ New reimbursement
01 August 2024 - 31 July 2025	Expired	+ New reimbursement
01 January 2024 - 30 June 2024	Expired	+ New reimbursement

1 - 3 of 4 >

Reimbursement info

Most reimbursements for approved Treatment, Care and Support services are paid within 10 business days.

It might take longer if:

- Your bank takes extra time to process payments
- Your bank details need to be added or updated
- The service isn't approved as part of your plan

My reimbursements

STATUS | Any

Created date	Amount	Status	Actions
19 May 2025	\$3,800.00	Submitted	VIEW
19 May 2025	\$12.30	In progress	VIEW
19 May 2025	\$9.60	In progress	VIEW
19 May 2025	\$3,800.00	Draft	EDIT
19 May 2025	\$0.50	In progress	VIEW

<< 1 - 5 of 72 >>

Step 5: Select who is receiving the reimbursement

- Select the person who is receiving the reimbursement from the available options
- If the required person is not listed, please contact your Support Planner/team to discuss.

Participant details

Participant first name

Robert

Payment to be made to*

Participant Close Contact

Please contact your Support Planner If the Related Party is not displayed in the dropdown list

Participant last name

REED

Related party*

--Please select a related party--

Step 6: Select bank account details

- If you are sure we already have the correct bank account details for the reimbursee (the person who is receiving the reimbursement), click “use the details previously provided”
- If you haven’t given us any bank account details yet, or they have changed (or you just want to check what details we have), select “add new details”.

Account details

Confirm bank account details *

Please use the bank account details previously provided I would like to provide or change my bank details

Account details

Confirm bank account details *

Please use the bank account details previously provided I would like to provide or change my bank details

We will contact you to verify your details have changed before we process this request.

Email *

Contact number *

BSB number *

Account number *

Account name *

Step 7: Select the service the reimbursement is for

- When selecting the reimbursee (the person who is receiving the reimbursement), the available service categories will change according to what’s approved in your MyPlan
- If the reimbursement is for travel, select ‘Participant related travel’
- If the required service is not listed, or you’re not sure which category to choose, select ‘other’.

Reimbursements

PARTICIPANT RELATED TRAVEL **OTHER**

Step 8: Fill in the form

- Complete all required fields of the form and upload a receipt if required
- To upload a receipt, either click the upload button or drag and drop the file to the upload box
- You can add multiple items to your reimbursement request.

Travel Reimbursement

Would you like to request reimbursement for travel?*

Yes No

Return Journey Info

Journey details

Journey date*	Travel method*
<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="Car"/>
Place commenced*	Place finished*
<input type="text"/>	<input type="text"/>
Kms travelled (Private car travel only)*	Cost of parking
<input type="text"/>	<input type="text" value="Enter parking cost"/>
Cost of trip*	
<i>NIISQ reimburses private transportation at \$0.46 per kilometre. This amount is calculated automatically.</i>	
Reasons for travel (e.g. doctor appointment)*	
<input type="text"/>	

Step 9: Submit the form

- Once the form is complete and you're ready to submit, review the details you've entered
- If everything is correct, read and click on the end statement check box
- Click Submit reimbursement.

Summary of Reimbursement Requests

Total travel cost
\$40.00

Total treatment, care, and support cost
\$0.00

Total amount requested for reimbursement
\$40.00

*

I confirm that the information given on this form is true and correct to the best of my knowledge.

The National Injury Insurance Agency, Queensland (NIISQ Agency) is collecting your personal information to perform our functions under the National Injury Insurance Scheme, Queensland (NIISQ). We collect, use, disclose and store your personal information in accordance with the Information Privacy Act 2009 (Qld), the National Injury Insurance Scheme (Queensland) Act 2016 (Qld) and the National Injury Insurance Scheme (Queensland) Regulation 2016 (Qld). Your personal information will not be released unless the disclosure is permitted or required by law. Further information on how NIISQ Agency handles your personal information can be found in our privacy policy or by contacting our Privacy Officer on 1300 607 566 or NIISQ-Privacy@niisq.qld.gov.au.

 SAVE AND CLOSE

 CANCEL

 SUBMIT REIMBURSEMENT

Step 10: Submit your feedback (or skip)

- Once you've submitted the reimbursement request, an optional feedback survey will open up
- If you would like to provide feedback, please select a rating and enter in your comments (if any)
- If you would prefer not to provide any feedback, select 'skip'.

Reimbursement Request Submitted 19/05/2025 10:02 AM for \$40.00

How do you rate your overall experience?



Not Good



Could Be Better



It Was Okay



Good



Amazing

Please share your suggestions

0/2000

SKIP

SUBMIT

Optional: Save and close

- If you're not ready to submit your reimbursement request for whatever reason, click save and close.
- This will save your progress and allow you to come back to it later!

Summary of Reimbursement Requests

Total travel cost
\$40.00

Total treatment, care, and support cost
\$0.00

Total amount requested for reimbursement
\$40.00

*

I confirm that the information given on this form is true and correct to the best of my knowledge.

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SAVE AND CLOSE CANCEL

Optional: View previous drafts and submissions

- You can see previously submitted and drafted reimbursements under 'My reimbursements'
- You can view the details of submitted and drafted reimbursements by clicking the binoculars icon (where it says 'view').

My reimbursements

STATUS | Any

Created date	Amount	Status	Actions
19 May 2025	\$3,850.00	Draft	<input checked="" type="checkbox"/> EDIT
19 May 2025	\$40.00	In progress	<input checked="" type="checkbox"/> VIEW
19 May 2025	\$154.34	In progress	<input checked="" type="checkbox"/> VIEW
19 May 2025	\$3,800.00	In progress	<input checked="" type="checkbox"/> VIEW
19 May 2025	\$12.30	In progress	<input checked="" type="checkbox"/> VIEW

« < 1 - 5 of 75 > »

Optional: Edit and submit a draft

- You can edit a draft by clicking the pencil icon (where it says 'edit')
- Once ready, you can submit the draft reimbursement (which we explain how to do in Step 9).

My reimbursements

STATUS | Any

Created date	Amount	Status	Actions
19 May 2025	\$3,850.00	Draft	 EDIT
19 May 2025	\$40.00	In progress	 VIEW
19 May 2025	\$154.34	In progress	 VIEW
19 May 2025	\$3,800.00	In progress	 VIEW
19 May 2025	\$12.30	In progress	 VIEW

« < 1 - 5 of 75 > »

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

NIISQ 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, NIISQ 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 NIISQ 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 NIISQ Direct, your identity strength needs to be set as 'standard' or higher.