

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](#).

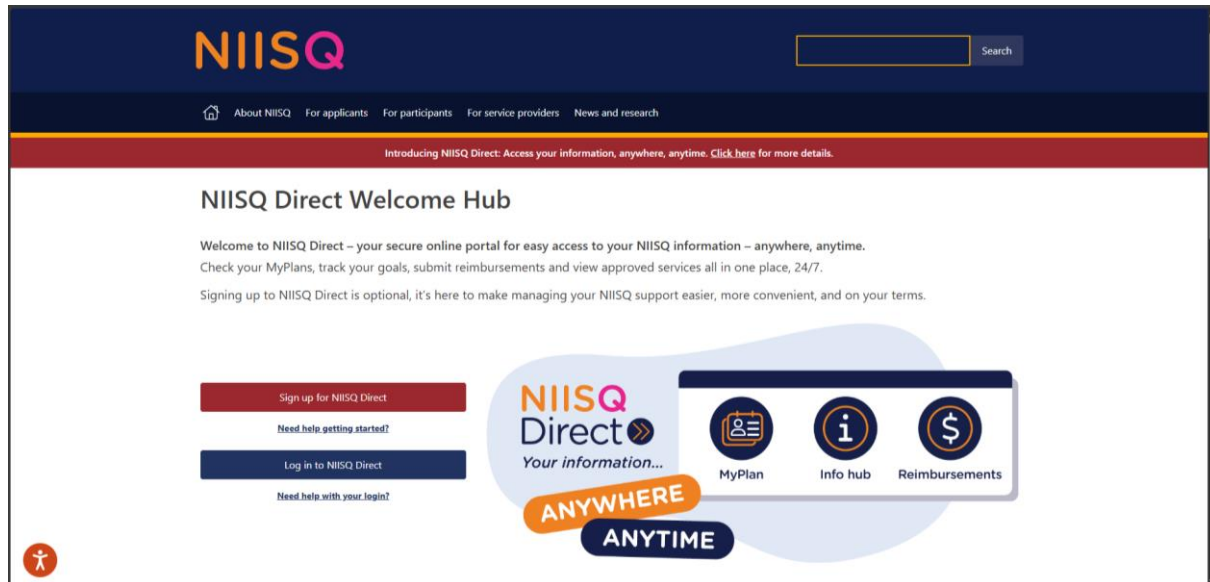
Tip: If you have someone who helps you with online tasks, you might want to ask them to go through this guide with you.

Step-by-step: How to view your details

Follow each step below.

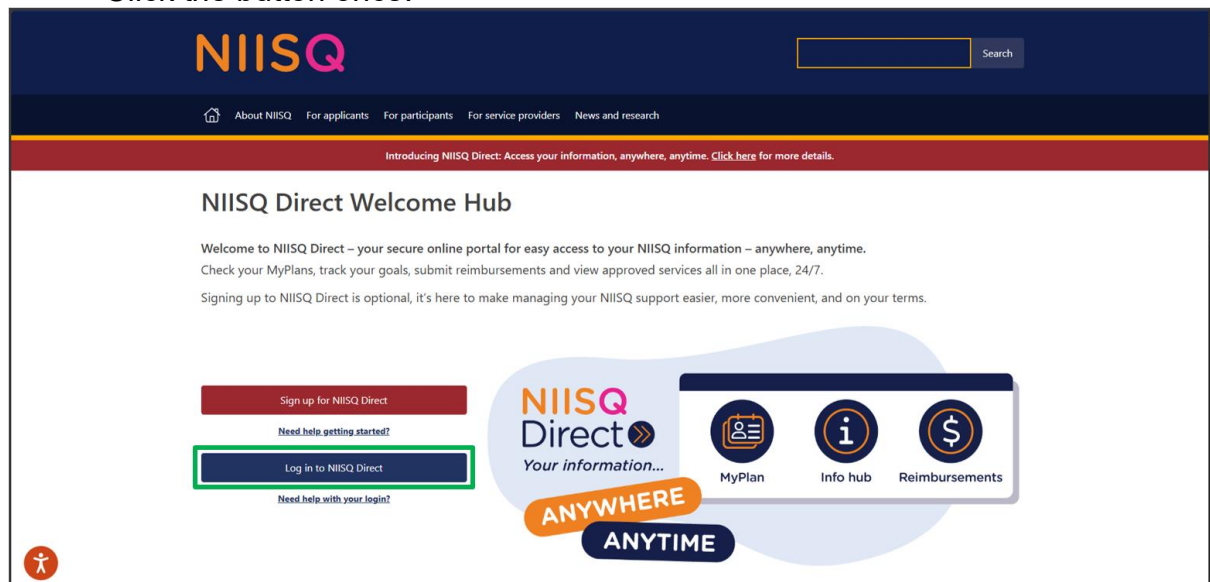
Step 1: Go to the website

- 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.



Step 2: Log in to your NIISQ Direct account

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



Step 3: Go to the MyDetails section

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

NIISQ Direct

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AB

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Hi Aaron

NIISQ case number 1000568

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TCS guidelines

Participant stories

National Injury Insurance Agency, Queensland

1300 607 566

My Plan

How to guides

NIISQ website

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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

Hi Robert NIISQ case number 1001664 [Help and contact](#)

My details

My details

Full name	Mr Robert REED
Preferred name	Rob

Contact details

Mobile	0411111111	
Home	0711111111	
Work	0211111111	
Email Address 1	robert.reed@fake.com.au	Personal NIISQ Direct Service Approval
Email Address 2	geordie.fraser@niis.qld.gov.au	Remittance
Residential	275G Tufnell Road, BANYO, Queensland, 4014, Australia	
Postal	-	

[CHANGE CONTACT DETAILS](#)

NIISQ Direct

HOME MY PLAN **MY DETAILS** REIMBURSEMENTS INFO HUB

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

Personal NIISQ Direct Work Service Approval Remittance

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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Important note: what to do if your email address is not correct.

If your email address is 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 it 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 "Submit"

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](#)

National Injury Insurance Agency, Queensland
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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.

Optional: editing your contact 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 "Submit"

My details

Full name: Mr Robert REED
Preferred name: Rob

Contact details

Mobile: 0411111111
Home: 0711111111
Work: 0211111111
Email Address 1: robert.reed@fake.com.au
Email Address 2: geordie.fraser@niis.qld.gov.au
Residential: 275G Tufnell Road, BANYO, Queensland, 4014, Australia
Postal: -

[CHANGE CONTACT DETAILS](#)

Personal NIISQ Direct Service Approval
Remittance

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.