

## Getting started: How to access your MyPlans

Welcome! This guide will help you find and view current and past MyPlan 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](#).

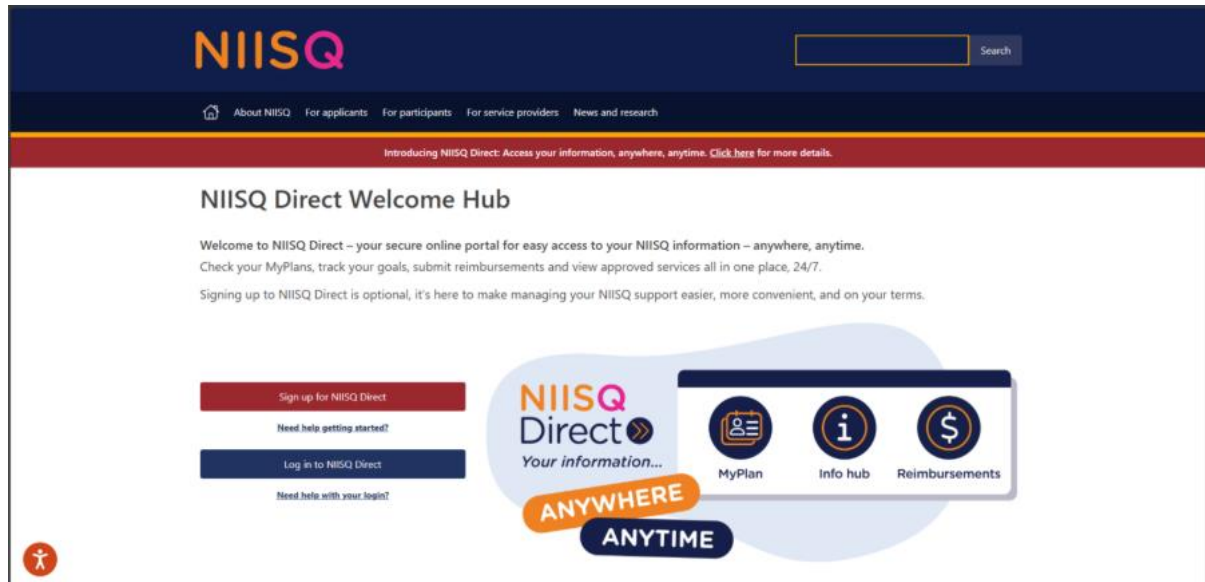
Tip: If you have someone who helps you with online tasks, you might want to ask them to go through this guide with you.

## Step-by-step: How to view and download your MyPlan

Follow each step below.

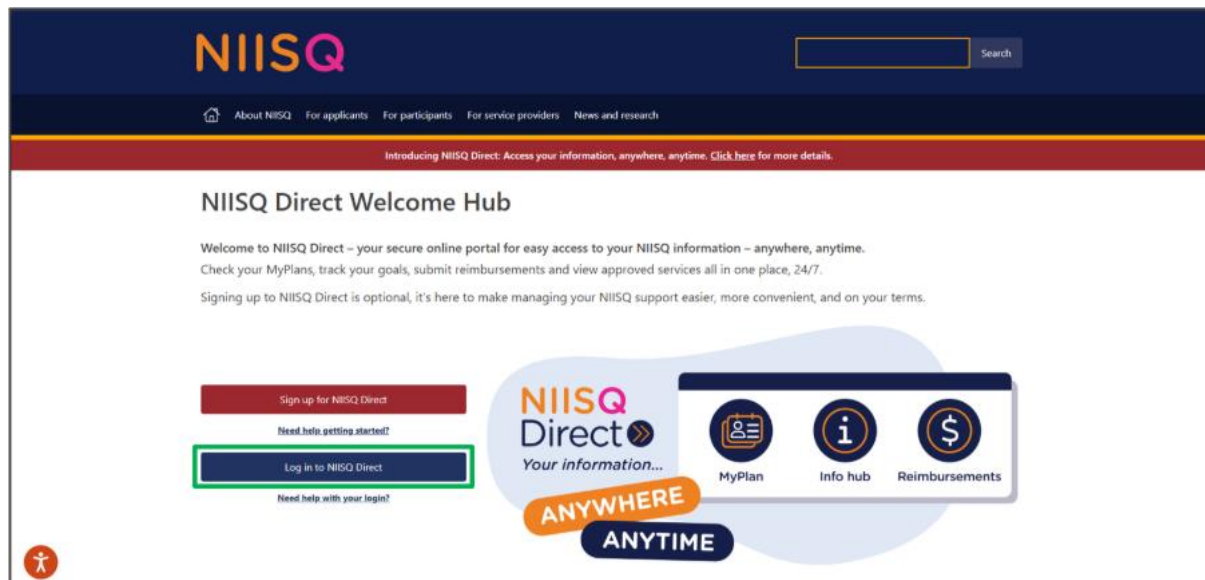
### Step 1: Go to the website

- 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.



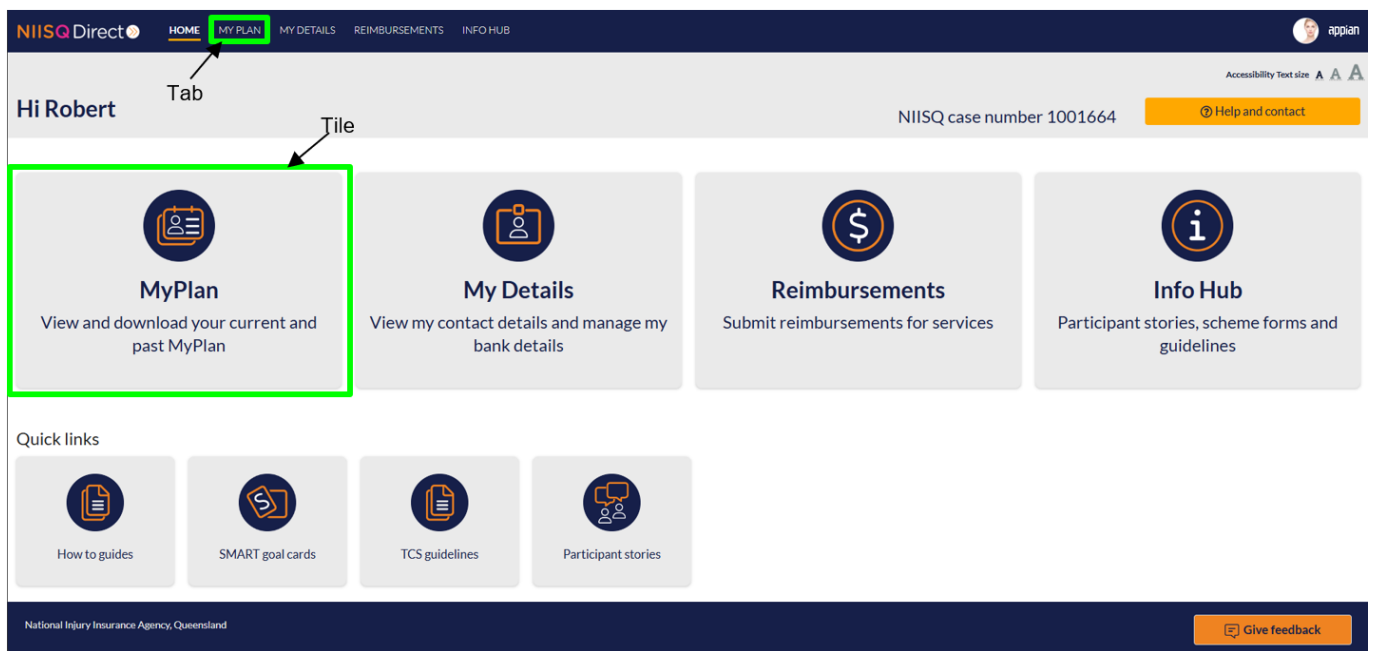
### Step 2: Log in to your NIISQ Direct account

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



### Step 3: Go to the MyPlan section

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



#### Step 4: Exploring your current MyPlan

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

- Your current plan timeframe
- The last date your plan was updated
- Your approved services and service providers
- The description of each approved service, and
- The goals you and your providers are working towards.

#### Important note: What if you don't see a MyPlan?

If you are **new to NIISQ** and have not created a MyPlan yet, or your current MyPlan is being **updated or reviewed**, you won't be able to see any of your providers, services or goals right away.

That's okay. It just means your MyPlan is being worked on by your Support Planner. You can:

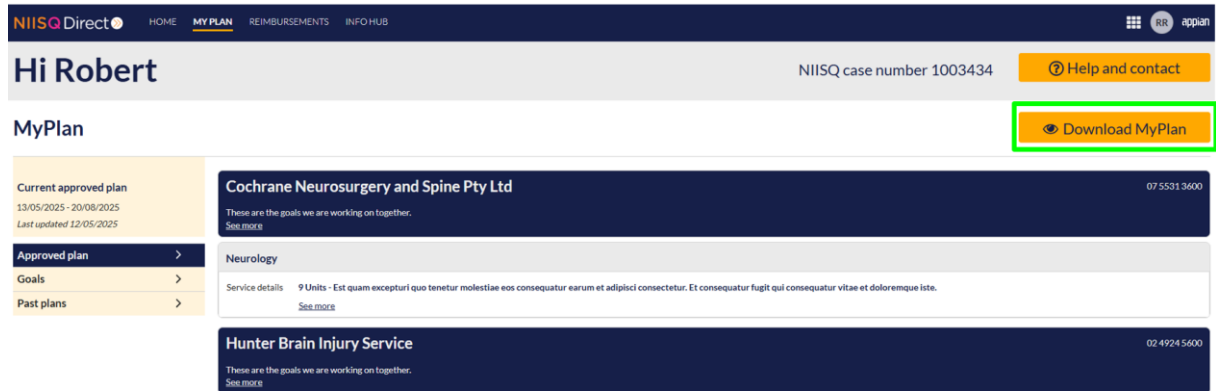
- Try again later, or
- Contact your Support Planner if you have any questions.

Tip: If you have them you can still view your past MyPlans while waiting for the new one to be ready. See below for help on how to access your past plans.

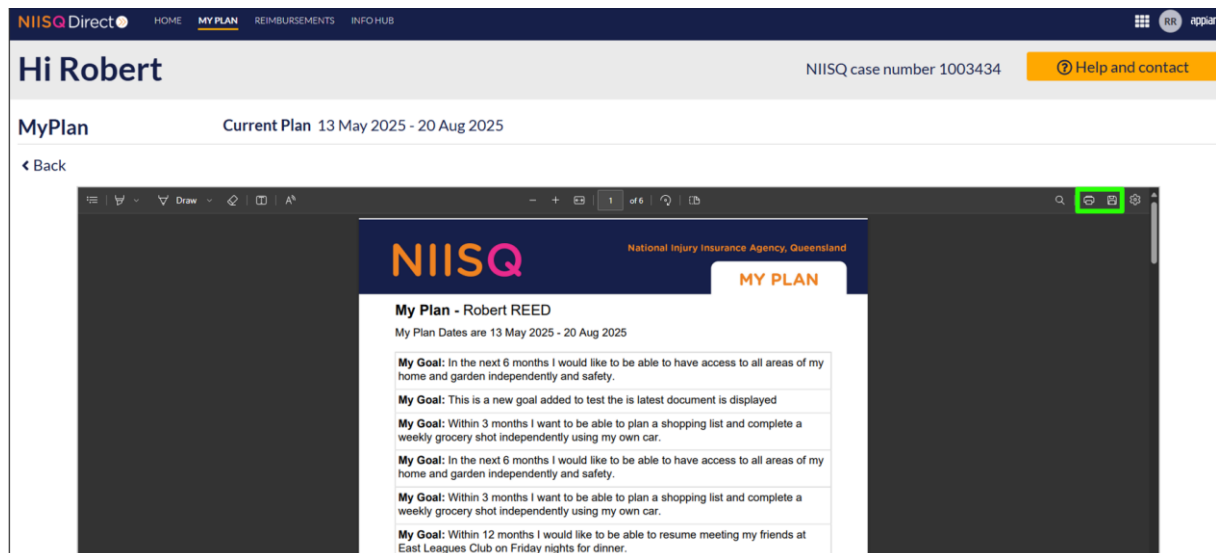
## Optional: Downloading your current MyPlan

- If you want to download a copy of your MyPlan, look for the button that says “Download MyPlan” in the top right corner of your current MyPlan screen.
- Click the button and choose where to save it (it will save as a PDF document).

Tip: You could also print your MyPlan if you would like a paper copy.



The screenshot shows the NIISQ Direct user interface. At the top, there is a navigation bar with 'HOME', 'MY PLAN', 'REIMBURSEMENTS', and 'INFO HUB'. The user is identified as 'Hi Robert' with a case number of 1003434. A 'Help and contact' button is visible. The 'MyPlan' section features a 'Download MyPlan' button highlighted with a green border. Below this, there are sections for 'Current approved plan' (13/05/2025 - 20/08/2025), 'Approved plan' (Neurology), and 'Past plans' (Hunter Brain Injury Service).

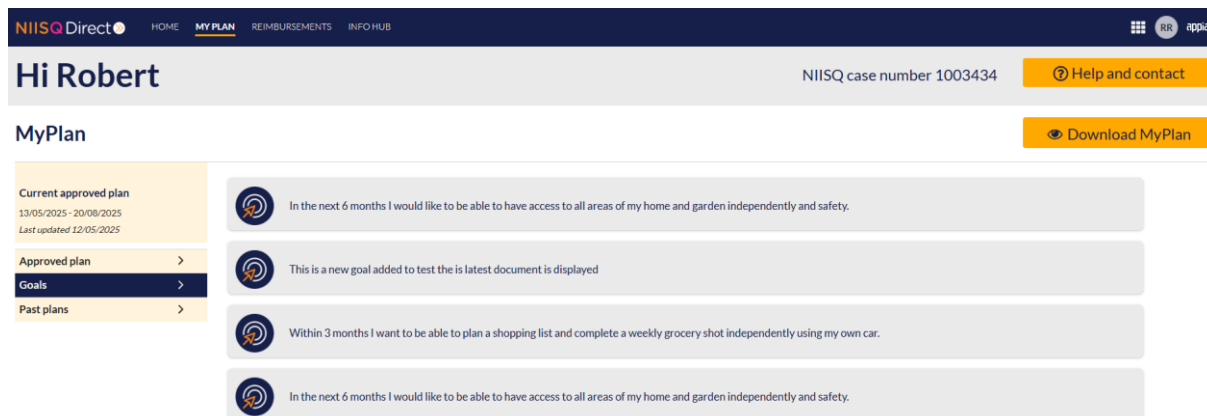


This screenshot shows the NIISQ Direct MyPlan page for Robert REED. The current plan is for the period 13 May 2025 - 20 Aug 2025. A 'Back' button is visible. The main content area displays the NIISQ logo and the text 'National Injury Insurance Agency, Queensland'. Below this, the 'MY PLAN' section is titled 'My Plan - Robert REED' and lists the plan dates. It contains several 'My Goal' statements, such as 'In the next 6 months I would like to be able to have access to all areas of my home and garden independently and safety' and 'Within 3 months I want to be able to plan a shopping list and complete a weekly grocery shot independently using my own car'. A 'Download MyPlan' button is highlighted with a green box in the top right corner of the plan details area.

## Optional: View your current goals

NIISQ Direct gives you quick and easy access to your current goals, as discussed with your Support Planner and providers.

- Look at the menu on the left side of your current MyPlan screen.
- You will see an option for “Goals.” Click this link.
- A new page will open, which lists the goals you have created for your current MyPlan.
- This is a great way to review and track your progress.

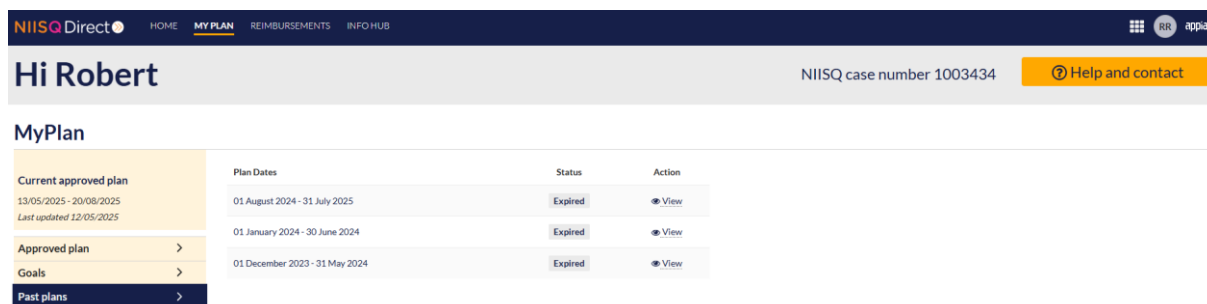


The screenshot shows the NIISQ Direct interface for user Robert. The top navigation bar includes 'HOME', 'MY PLAN', 'REIMBURSEMENTS', and 'INFO HUB'. The user's name 'Hi Robert' and case number '1003434' are displayed. A 'Help and contact' button is visible. The 'MyPlan' section features a sidebar menu with 'Current approved plan', 'Approved plan', 'Goals', and 'Past plans'. The main content area displays four goal cards, each with a circular icon and a text description of the goal.

## Optional: View past MyPlans

You might want to check back on a previous MyPlan to see what your goals or past services were.

- Look at the menu on the left side of your current MyPlan screen.
- You will see an option for “Past plans”. Click this link.
- A new page will open, which lists your previous MyPlans. Each plan will be listed by date and reference number.
- Click “View” to open any of them.
- If your current MyPlan is the first one you have created with NIISQ, the section for past plans will be blank.



The screenshot shows the NIISQ Direct interface for user Robert, displaying the 'Past plans' section. The sidebar menu is the same as in the previous screenshot. The main content area shows a table of past plans with columns for 'Plan Dates', 'Status', and 'Action'. The table lists three expired plans with their respective dates and a 'View' link for each.

Plan Dates	Status	Action
01 August 2024 - 31 July 2025	Expired	<a href="#">View</a>
01 January 2024 - 30 June 2024	Expired	<a href="#">View</a>
01 December 2023 - 31 May 2024	Expired	<a href="#">View</a>

## Need help?

If you need help at any time:

- Email us at [help@niis.qld.gov.au](mailto: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.